

YONG-EN
CARE CENTRE

25 YEARS
GROWING IN GRACE

Annual Report FY2021



POWERED BY
TEAM YONG-EN

The Yong-en story.

25 years of Grace and Grit,

A Journey of Compassion, made possible together with you.

Dating back to 1996, what started as “little acts of kindness” carried out by members of Fairfield Methodist Church grew into a concerted effort to provide professional and effective care services to those in need, within Chinatown and beyond.

Our Annual Report FY2021 reflects how we lived, learned, and leaned in together with our community, stepping forward with Grit and anchoring ourselves to Grace.

#GrowingInGrace

#YongenCares

Our 25th Annual Report was brought to you by Team Yong-en
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(Updated as of 26 April 2022)

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Purpose .

Yong-en Care Centre is an established social service agency who envisions to:

1. **Support seniors in leading dignified, meaningful lives, while ageing in place supported by a joyful community;**
2. **Be a trusted pillar of support to families and the young with needs, and harness community assets to overcome challenges;**
3. **Being a partner of choice in collaborations to further the best interests of the community.**

Core Values

G — God's love : Expressing God's love through humility, care and compassion.

R — Respect : Showing respect for everyone regardless of gender, race, language, nationality, or religion in all circumstances.

A — Affirmation : Building resilience by supporting and encouraging individuals in their life journey.

C — Commitment : Being faithful and reliable in upholding the Vision and Mission of Yong-en Care Centre and in our service to the community.

E — Excellence : Serving one another with diligence, innovation and professionalism.

Yong-en Care Centre was registered as a society on 4 September 1996, and as a charity under the Charities Act (Chapter 37) since 21 October 1997.

A member of NCSS.

UEN: S96SS0165G

IPC status: 1 January 2022 to 30 June 2024

Registered Address: 335A Smith Street #03-57 Singapore 051335

Bank: The Development Bank of Singapore Limited

Auditor: Tan & Teh Public Accountants of Singapore



View of Pagoda and Temple Street from Chinatown Complex, where Yong-en is located.



Block 11 on York Hill, where befrienders from Yong-en have volunteered their time to assist with Yong-en's Food Security programme since 2009.

(Photo credit: Redemption Hill Church volunteers)

Our Vision

Improving Lives, Impacting Communities.

Our Mission

To demonstrate God's love through person-centred care services to support the needs of the elderly, disadvantaged individuals and families in Chinatown and beyond.

Our Services.

Seniors

Providing comprehensive support to seniors through 3 core programmes, to create the continuum of care.

- ◆ **Dementia Care**
- ◆ **Home Care**
- ◆ **Active Ageing**

Families

Providing needful intervention and reliable support to build independent, stable and resilient families.

- ◆ **Casework**
- ◆ **Food Security -
Pantry Plenish
BreadWalk**
- ◆ **Befriending**
- ◆ **Single Parent
Support Group -
Women of Strength**
- ◆ **Family Support Group**
- ◆ **Financial Assistance**

Children & Youths

Anchoring our children and youths to an ecosystem of support for the promotion of their socio-emotional and physical well-being.

- ◆ **Education Awards**
- ◆ **Tuition**
- ◆ **Early Literacy**
- ◆ **Holiday Enrichment**
- ◆ **Youth Mental
Wellness, BOLD+**

*"... Love your neighbour as yourself.
There is no commandment
greater than these."*

Mark 12:31

President's message .

I want to express my sincere and heartfelt appreciation to the staff and volunteers of Yong-en for their dedication in upholding the needed level of service to all our beneficiaries and navigating repeated waves of COVID infections afflicting the communities we serve. Besides the frequent changes in the mode of work, the staff team adapted to the dynamic safe management measures for onsite services such as Dementia Day Care and Food Distributions. Thanks be to God, that despite the challenges, the staff team remained focused on the mission – **to demonstrate God's love through person-centred care services** and to support the needs of the seniors, disadvantaged individuals and families in Chinatown and beyond.

Besides keeping up with Yong-en's services in 2021, the Management Committee and the staff jointly embarked on a **strategic planning exercise** to identify areas of opportunities and development for the next phase of Yong-en's journey. Some of the aspirations include:

- Providing a comprehensive spectrum of senior support and care services which include empowering seniors through active ageing programmes, enhancing and personalising healthcare services through home care, dementia care, and support for caregivers.
- Promoting and improving the well-being of every individual in the family, in every season of life, to achieve independence, stability and resilience. This will be done in collaboration with programmes in the community ecosystem such as ComLink and co-operation with other SSAs.
- Equipping and empowering community volunteers to advocate for positive change in the communities we serve through befriending, Corporate Social Responsibility and Values-In-Action programmes.
- Leveraging digitalisation to boost operational efficiency via process improvement and the use of technology.
- Developing a values-driven culture where a desire to provide quality care and level of professionalism is guided by Yong-en's operating principles (G.R.A.C.E.).

Yong-en crossed her 25th anniversary milestone in 2021. We honoured God's goodness, faithfulness and eternal grace by remembering the journey undertaken in **improving lives and impacting communities**. On our newsletter and social media platforms, we celebrated with stories of clients and beneficiaries who have been transformed. **Growing in grace and growing with our community** has been the modus operandi thus far.

I cannot emphasise how grateful we are for the strong and faithful support from volunteers, donors and community partners who have helped to expand our vision and services. Yong-en's inaugural Chinatown Kit project is a partnership with the generational businesses located within the vicinity of Yong-en in Chinatown. The Kit captured the sights, sounds, taste and resilience of Chinatown that showcased the rich offering of our community partners. It also serves as our gift box to appreciate the support of our campaign donors and key partners.

I hope that with the continued or extended support from volunteers, donors and community partners, Yong-en will be able to scale her services to reach more people in need. I thank God for each Management Committee member, Advisor and Ex-Officio, past and present, for their faithful service. I pray that He helps each of us grow in our service and understanding of the social service sector. May we use our experiences and expertise to provide guidance and direction to Yong-en's management and staff.

To God be the glory!

Loh Yew Chiong
President



milestones.

Having moved to 1 Tanjong Pagar Rd in 1986, the needs of the local community (back then, a significant number of seniors living alone and transient families living in rental flats) were very apparent to Fairfield Methodist Church.

Yong-en Care Centre (YCC) was birthed out of the church's commitment to helping seniors, individuals and families in need who were sharing the same locality.

1996

4 Sep 1996

YCC was officially registered with the Registry of Society, thereafter operating as a separate entity.

1997

21 Oct 1997

YCC was registered as a Charity under the Charities Act (Chapter 37).

IN STRENGTH



2000

26 Nov 2000

Official opening— Operating out of a shophouse along Kreta Ayer Rd., a search for a more strategic site was made. YCC was granted location at 335A Smith Street.

With just 5 staff, YCC inducted programmes such as **KidsZone**, **Preventive Healthcare** and **Home-help**. Volunteers distributed bread to seniors every Saturday.

2001

1 Jan 2001

Awarded Institution of Public Character (IPC) Status.
Held our first fund-raising event— **Yong-en Charity Golf Tournament.**

2002

In response to community needs, **YCC was one of the pioneers in offering Dementia Care Services.** (MOH Subvention was granted in 2015)

25th Anniversary



Humble beginnings.

4 September 2021 marks the 25th Anniversary of Yong-en Care Centre.

25 years of faithful service has gained us street cred and a shared kinship between Yong-en and the community. We would like to honour Yong-en's pioneers for taking a leap of faith in establishing Yong-en and loving without condition, our community in Chinatown and beyond.

Yong-en's journey was not without challenges, from securing a suitable office space to revitalizing and ensuring the viability of our Dementia Care services. It was the unwavering determination towards the mission and unmerited favour received which kept the team going.

As we celebrate relationships built over the years, we would like to thank you for giving back, growing with us and becoming a part of our story.

2003

Launch of **Step-up programme** — implementing preventive, development and remedial work for students-at-risk.

(Closed May 2009)

2004

Launch of **Kids, Teens and Family Service** — Promoting English literacy and building character and life skills.

(Closed May 2012)

2006

Establishment of **Yong-en Education Fund** to encourage academic improvements in students served.

2007

Launch of **Counselling, Social Work and Referral service.**

Special Feature



Operating Under Grace.

In the first decade of Fairfield Methodist Church's move to 1 Tanjong Pagar Road, members served informally by providing free tuition to children of disadvantaged families. Members who were medically trained, regularly visited seniors living in Block 5 (opposite the church). In 1996, the late Rev. Dr. Clarence Lim formalised all volunteering work and effort by constituting Yong-en Care Centre.

2009

Launch of Yong-en Food Security programme

2010

Start of Single Parent Support Group programme.

2012

Jul 2012

Launch of Home Care Service. (MOH Subvention granted in 2015)

2018

Counselling, Social Work and Referral Service renamed to Family Support Services to better reflect our service.

25th Anniversary

"My first encounter with Yong-en was through food distribution as a corporate volunteer, representing Cisco. It gave me joy being able to connect with senior beneficiaries in the dialects I speak (Cantonese and Hokkien). There was a senior whom we had helped to do housecleaning, he did not have family and was suffering from poor vision. He would call me up for a chat ever so often, it was a privilege to be a source of comfort for him.

In my 18 years of service in the community with Yong-en, I had a chance to try my hand at the diverse volunteering opportunities available: Befriending, organising outings and games for the seniors, and even campfires for the children holiday programmes. I still recall how the previous office space was like and how we even managed to pull off a Karaoke

session in the current Oasis Hall for the beneficiaries at Dementia Day Care!

When my son was younger, I used to take him to serve alongside me. Now, I rally colleagues at my current company, NetApp, and lead them on their rounds. Since business travels have halted in the last couple of years because of COVID-19, I have been able to contribute on a more regular basis.

It's incredibly rewarding to give some of our time to people in need. The familiar faces and smiles I see has kept me coming back to Yong-en over the past 18 years.

It's easy to get started at Yong-en, I can volunteer as much or as little as I want – the Yong-en team always helps to find something that suits me. There is plenty of scope. It fills me with a sense of pride, watching how the organisation evolved and grew. Yong-en has been a big part of my life's experience and I look forward to 'growing old' with her!"

- Joanne Ong, Corporate volunteer since 2004, Currently at NetApp, championing for Yong-en.



Year 2007, facilitating an outing for seniors to Changi Airport.



Year 2020, rallied colleagues to fulfil 20 beneficiary wishes.



Year 2022, gathering colleagues to help with rations packing.

2019

31 Mar 2019

Unveiled new logo
A Tree to symbolise shelter; and 3 main branches representing body, mind and spirit as we provide holistic care for those in need.

2020

Dec 2020

Opening of new centre, Yong-en Active Hub (YEAH!), at Bukit Merah, to intensify the upstream work in promoting Positive Ageing.

2021

Launch of BOLD+ Youth Mental Wellness programme.

Completion of renovations at YCC Chinatown site.

The revamp created more space and enhanced features for our Dementia Day Care.

Special Feature



"Today, if I were to knock on the doors of families in Chinatown (when volunteering), I'm really heartened that the residents would open the door and invite us in for a chat, and that we are able to earn that trust of the community."

- Shermaine Tang, Vice-president and Volunteer, Fairfield Methodist Church



"One of my fondest memories was to see the church's community's dream of impacting lives becoming a reality. An unforgettable encounter was with a senior gentleman whom we served. Having estranged from his family, he was all alone when he eventually passed on. Yong-en's staff team and volunteers came by his funeral to say goodbye — Yong-en had become a family to him in his final days."

- Benjamin Chan, First Executive Director of Yong-en

"I used to have tuition help from Yong-en since primary school to secondary school. The only tuition that I had was at Yong-en. It gave me an environment to study, and get help in my homework. I had received, and I want to give back to the community and do my bit for the neighbourhood."

- Ling Wen Jian, Beneficiary turned Volunteer

Wen Jian is in his final year at the Faculty of Computer Engineering in NUS. He is currently supporting Yong-en's Children's Tuition Programme, and always tries to help when Yong-en needs an extra pair of hands.



Scan and watch our 25th Anniversary special feature.

2021

The next lap.

"Wholesome Living, Hearty Giving"

- A relaunch of YCC's Food Security programme to include healthier options.

The world has changed dramatically since the onset of the pandemic and the situation remains precarious and is ever-evolving. Although our services and programmes were disrupted by COVID-19 regulations and restrictions, Yong-en remains steadfast and responsive in our service delivery to many children, families, and seniors in need. Yong-en is committed to the vision of Improving Lives, and Impacting Communities alongside the diverse friendships and partnerships we have established.

We will strive to fortify and integrate our comprehensive network of services and collaborations to empower and support the increasing needs within our community.

FY 2021 Highlights

People & Impact.

29% increase from 2020



number of people we served

719

individuals

- **15% benefitted across more than one programme.**

135 individual volunteers
15 corporates
35 community partners

Positive Ageing

162 seniors ageing positively at Yong-en Active Hub.

44 seniors meaningfully engaged in Dementia Care services.

502 seniors



Ageing in Place

130 seniors attended to by Yong-en's Home Care nurses.

2,294 Home Care visits.

87 Social Work Cases.

30 individuals/families received interim financial aid.

12 mothers attended Yong-en's Single Parent Support Group.

Supporting personal & social well-being

152
families



1,522 grocery packs provided nourishment and maintained basic hygiene for **157** households.

159 seniors and families cared for by faithful volunteers, with fortnightly provision of breakfast items.

Food security and Hygiene.

Mental Wellness

29 youths empowered by the first run of BOLD+, Yong-en's 6-month resilience and leadership training programme.

10 parents were professionally trained on BOLD+ "Digital Wellness for Youth" modules.

114
children/youths



Supporting Education and learning

47 students attended Yong-en's educational enrichment programmes.

92 students encouraged with Yong-en's Annual Education Awards.

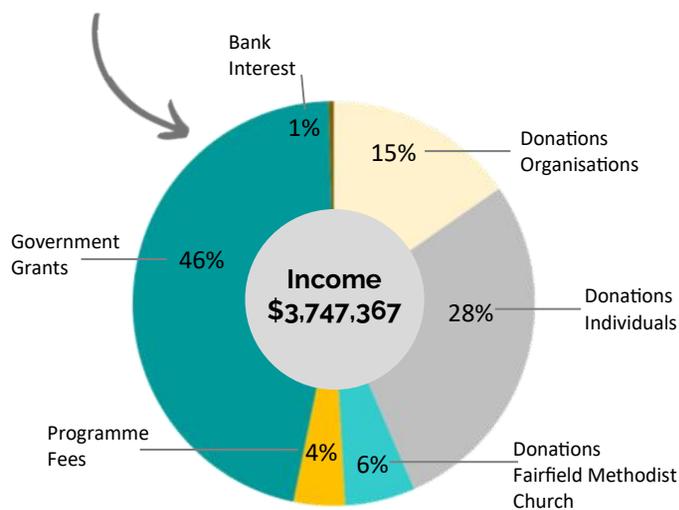
11 holiday activities planned by staff and community partners.

FY 2021 Highlights

Financial Summary.

Income

Income Sources



Breakdown of donations:

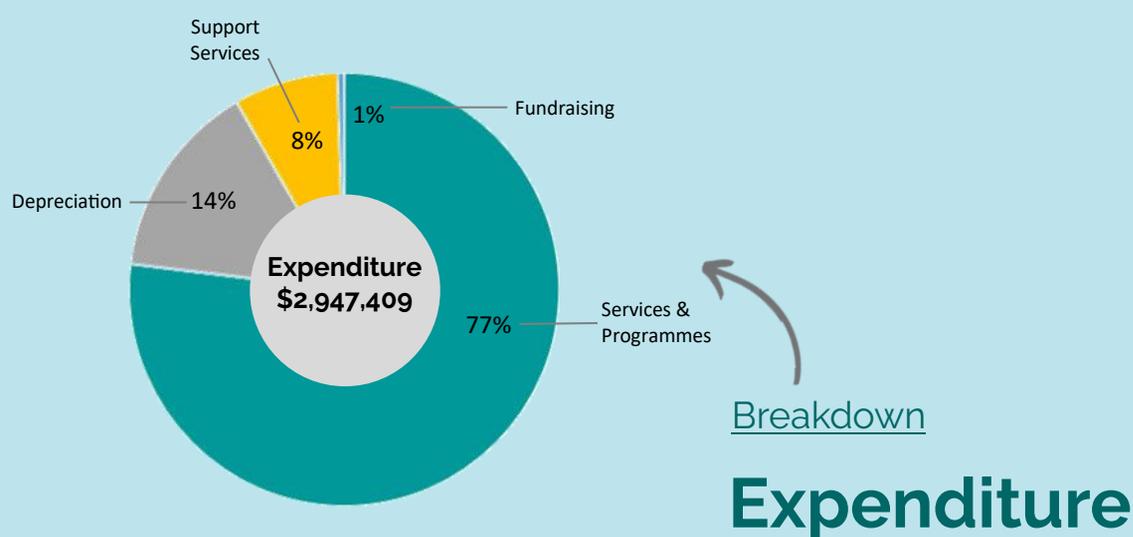
- **Number of Organisational Donors**
56 (29% increase)
- **Donations by Organisational Donors**
22% (49% decrease)
- **Number of Individual Donors**
949 (30% decrease)
- **Donations by Individual Donors**
28% (22% increase)

Fundraising activities.

Activity	Campaign Period	Description
Forging Ahead with Hope	April to June 2021	Social media campaign to support services and programmes of Yong-en.
Sooper Goodie (by NUS students)	June to July 2021	NUS Overseas College's student initiative to fundraise for Yong-en's Food Distributions.
25 years Growing in Grace #GIG25	August to September 2021	In celebration of Yong-en's 25th anniversary, rallied volunteers to fundraise for Yong-en with their skills and heart.
With Love, From Chinatown (Chinatown Kit)	November to December 2021	An inaugural community building and fundraising project.
Ernst & Young Counting on you Christmas Bazaar 2021	November to December 2021	Online Christmas Bazaar organised by Ernst & Young, on Fairmarch.com
Authors for Good (by Candid Creation)	November to January 2022	Initiated by Candid Creation. A seat to attend an Author Masterclass was offered to donors.

Most fundraising events were hosted virtually on Giving.sg due to restrictions on physical events. Yong-en only incurred a fund-raising ratio of 2%, compared to the regulatory limit of 30%.

In FY2021, Yong-en raised over \$1.8 million through various fundraising initiatives and donations. Such support allowed Yong-en to respond promptly to the needs arising from COVID-19 pandemic and to continue delivering quality services and programmes. Yong-en currently does not use commercial fundraisers.



Public donations sustain most of Yong-en's social services and giving (including programmes under Yong-en's Family Support Services and Active Ageing). Dementia Day Care and Home Care Services receive subvention from the Ministry of Health. Yong en's fee-paying programmes in Dementia Day Care and Home Care are linked to fee waivers for those who cannot afford (even with government subsidised fees). **In 2021, 40% of the Home Care fees income were waived for destitute seniors living on their own.**



Dementia Care

Provides centre-based therapeutic programme for persons living with dementia/ Alzheimer's disease.

We adopt a person-centred approach, curating meaningful and culturally appropriate activities to allow our clients to age with dignity.

Our vision is to make every client feel happy, special and loved.

Caring for Seniors

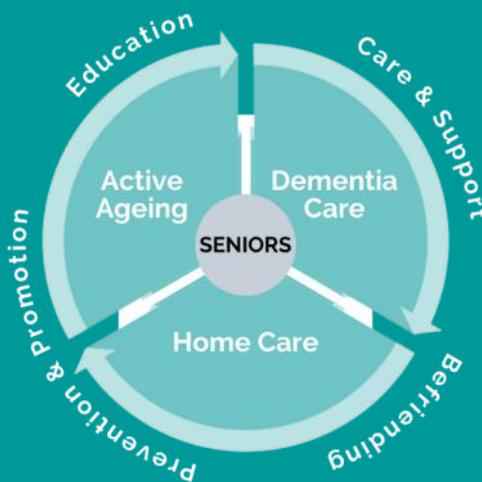
3 core programmes providing comprehensive services,
Supporting the needs of our senior beneficiaries and creating the continuum of care.

Home Care

Provides home-based medical and nursing services for seniors who are homebound due to health conditions/frailty.

Our value-added services include application of Senior Mobility Fund (SMF) and coordination to purchase subsidized consumables from AIC.

Our vision is to provide Care that is Affordable, Safe and Excellent.



Active Ageing

Our programme is developed to go upstream in our efforts to meet evolving needs within the senior community.

It promotes positive and healthy ageing using an E³ model that focuses on Engaging, Enriching, and Empowering senior participants to stay healthy, and to age meaningfully.

Our vision is to inspire #BoundlessAge

Evolving conditions and care needs. *Unconditional love.*

“He accepted the circumstances and saw this as a new opportunity for him to give more love, care and attention to his wife.”

Aunty Shufen started attending Yong-en Dementia Day Care in 2014. Over the 7 years with us, her condition has progressively entered into an advanced stage of dementia. Both her care needs and Mr Chong's caregiving challenges have evolved. We are grateful to be part of this care journey with the couple, supporting them with our services and providing encouragement.

In 2013, Aunty Shufen was finally diagnosed with dementia. It began with signs of depression and aggression. Mr Chong subsequently took on the main caregiver duties as he felt deeply about his responsibilities as her trusted soulmate, neither did he wish to burden their children. He accepted the circumstances and saw

caregiving as a daily opportunity to provide more love and attention to his wife.

Much time was spent researching for a facility to care for Aunty Shufen before coming to know of Yong-en. As unsure as he was about how to help her, he was certain that therapeutic activities provided at the Centre would help slow the rate of the disease's progression.

Mr. Chong has been greatly comforted by the sincerity, compassion and professionalism of Yong-en's staff. While Aunty Shufen spends meaningful time at Yong-en, he has some respite and the necessary time-off needed for himself, with the knowledge of his beloved wife's safety, happiness and well-being taken care of.

Dementia Care Services

44 seniors served. ↑ 33% increase

ranging from early to advance stages of Dementia/Alzheimer's disease.

83% maintenance of cognitive status (MMSE)

95% care goals achievement



Caring for Seniors

Reminiscing their wedding vows made together 53 years ago, Mr Chong recounts his promise to her, "For better or worse.", he will stay by Aunty Shufen's side. His hope is for Aunty Shufen to remain healthy and meaningfully engaged at Yong-en Dementia Day Care so that they may extend the quality and quantity of their years together.



Scan and watch the story of
Mr Chong and Aunty Shufen.



80%
caregiver satisfaction score



Average 2 activities
per client per day



More than 50 variety
of activities

Care at home and beyond. *Renewed golden years.*

For most people, the term, 'Home Care Services', stirs up images of seniors who are frail and bed-bound or house-bound, needing medical attention and care. This may be true for many of the clients we assist, however, we do have exceptions like 81-year-old Mr Wan* who lives with his wife and has no children. Although he is community ambulatory, he is getting more forgetful and has trouble managing his medications. Our Home Care nurses visit him weekly for chronic disease monitoring and medication management.

Yong-en's Home Care Nurses are champions for 'Lives well-lived.' and felt strongly the couple would benefit from engagement in active ageing activities, despite being older in age and frailer in their physique. Programmes at Yong-en Active Hub (YEAH!) promote cognitive stimulation and provide social interaction with other seniors. Arrangements were soon made with our volunteer to fetch the couple to YEAH!.

Mr Wan, a well-spoken, gentleman who was an Accounts Clerk at a bank for many years was excited to get out and visit the Centre. While at YEAH!, he exclaimed that its location was in his old neighbourhood and even identified that YEAH! was where Bukit Merah National Library was. They met with other Seniors who were thrilled to welcome new members over a game of Rummikub which quickly convinced them into attending upcoming workshops like Chinese Calligraphy.

The Wan couple have also been placed on "Friends of Yong-en" programme – a home-based programme which encourages senior volunteer-befriender engagement through meaningful art activities.

Stories such as these demonstrate how lives are impacted and communities are improved in small and meaningful ways. We are ever grateful to dedicated staff and faithful volunteers who make all these possible.

Home Care Services

130
homebound
seniors served.

↑ 6%
increase

2,294
home visits by
nurses.

↑ 4%
increase

92%
client satisfaction score



Active Ageing Programmes

162 seniors
purposefully
engaged

↑ 150%
increase

380
activity sessions

Caring for Seniors



More than care giving.

Caregivers often come along with our senior beneficiaries - As life expectancy increases, we anticipate more caregivers in need of support, and older caregivers, who are either the spouse or children of a care recipient. Mr Chong and Mrs Wan are examples of older caregivers who appreciate a higher level of caregiver support in the community. This growing trend means we need to garner better, more relevant caregiver services to empower them in the journey of caregiving as well as widen their support network and access to resources.

Toolkit Library is one of the initiatives being developed to support caregiving in the year ahead. It adopts the concept of a library with curated activity kits for loan to people with dementia to continue cognitive engagement at home. These activity kits are designed with ease of application at home and come with guiding instructions.

95%

client satisfaction score



Engage	More than 85 activities over 380 sessions to promote well-being and socialisation.
Enrich	More than 20 learning workshops to develop strengths and learn new skills.
Empower	Numerous opportunities to lead, perform, volunteer and contribute.



*Intergenerational creativity using art as a medium for connection
- Virtual "Art Jam" with NTU students at YEAH!*

Caring for Seniors

The next lap. Productive Ageing.

Just staying active may not be enough. Self-worth and being able to contribute are vital too. Productive ageing is about ageing well through optimizing opportunities for seniors, lowering barriers for community participation, lifelong learning, and supporting caregiving. Engaging in productive activities at an older age is an effective way to slow down the decline in functional capacities as intrinsic abilities decline. While seniors are usually recipients of social support, assuming purposeful roles through volunteerism and caregiving are ways of contributing back to the society. Lifelong learning, whether formal or informal can help shape an enjoyable ageing experience, keeping seniors physically and cognitively active and connected to society. Personal growth and development not only promotes a sense of fulfilment, it is also important in building resilience and coping mechanisms to manage changes which come with ageing and retirement.

Some initiatives in the years ahead:

1. **Extension of senior volunteerism** into more productive contributions/vocations through micro-jobs and senior internship.
2. Provide opportunities for **continuous learning and self-development** (School for Seniors).
3. **Friends of Yong-en (FOY)** – structured befriender training to reach out to seniors at risk of social isolation/loneliness.
4. **Gerontological counselling** – management of ageing issues, self-discovery, retirement planning, and support for older caregivers.
5. Opportunities for **intergenerational** engagements and interactions.

Not bound by Age.

Longevity is not determined merely by age at YEAH!, but by the way we choose to live. Our seniors at YEAH! choose loving, learning and leaping towards #BoundlessAge.

YEAH! Seniors celebrate life – they play instruments, dance, act, sew, paint, draw and serve. They stretch their limits, uncover their potential and express themselves creatively. They move with the times and embrace the digital age, becoming tech-savvy through interactions with youth on virtual platforms and workshops.



Scan and explore
#BoundlessAge with Yong-en!



Loving and serving all, regardless of nationality, race, language or religion.

Supporting Families

Supporting families and beyond.

- Promote and improve the well-being of each individual in the family to achieve independence, stability, and resilience.
- Deliver relevant services which provide beneficiaries with ways to overcome the challenges faced in aspiring towards a higher quality of life.
- Collaborate with partners in the social service ecosystem to support needs in the community.

The Families We Serve

Yong-en serves the rental block communities located in the Outram Planning Zone (Chinatown, Pearl's Hill) and in Bukit Merah. The unmet financial needs of low-income families in our service boundary often lead to socio-emotional challenges.

Yong-en aspires to help families fulfill their basic needs (food security) by ensuring regular, healthy food pack deliveries as a means of supplementing their income, and lightening their financial load, allowing them the necessary time for upskilling and employment seeking.

Yong-en also aims to provide much needed case management and emotional support to help our beneficiaries cope with the disruption caused by the pandemic.

Services and programmes to support financial and socio-emotional needs.

Case management

Beneficiaries under case management include those under financial assistance (FA), to help them cover essential expenses, achieve greater resilience, and improve their emotional well-being.

Monthly FA amount of at least \$500 was provided for households (for a period of 3 months) per each review by Yong-en's case manager. One-time emergency FA usually between \$100-200 can also be recommended to households struggling with unforeseeable events.

Due to the prevailing COVID-19 situation, Yong-en is working even more closely with our community partners to meet the financial and emotional needs of low-income households in our service boundary. Yong-en supported 9 additional households referred by KAFS and SSO, who were placed on home quarantine thus unable to work, with a one-time emergency FA of \$100–\$200. The beneficiaries' well-being was also monitored by case workers to provide socio-emotional support.

Food Security - Pantry Plenish

Recognising the financial needs of low-income families in Chinatown, Yong-en's Food Security Programme has been supplementing low-income families and seniors in the community with monthly food packs containing staple items.

Given the continuation of the COVID-19 pandemic, Yong-en also supported KAFS (13) and SSO (1) with 14 additional food packs delivered to families serving their home quarantine and unable to step out of their house to work/purchase necessities. This ensured the beneficiaries continued to get their essential supplies while complying with the safe management measures imposed during that period.

*KAFS - Kreta-Ayer Family Services
SSO—Social Service Office*

Family Support Services Case Management

87
cases

↑ 222%
increase

30
placed on
Financial Assistance
Scheme

↑ 130%
increase

Supported 9 additional households referred by KAFS and SSO, who were placed on home quarantine thus unable to work, with a one-time emergency FA of \$100–\$200



Food Security Programme Pantry Plenish

1,522
grocery packs provided
nourishment for

157
households

↑ 35%
increase

Supporting Families

Bread Distribution - BreadWalk

Yong-en conducts bread distributions every 1st and 3rd Wednesday of each month to provide some relief to underprivileged families and seniors in between receiving their next food pack, to lessen their financial burden and meet their basic physiological needs.

This service creates a channel for staff and volunteers to reach out to our community and understand their needs in a timely manner.



Bread Distribution Programme BreadWalk

☀ Supported KAFS and SSO with additional food packs delivered to 14 families serving their home quarantine, and provided socio-emotional support.

159 households received

↑ 2.5% increase

2,708 sets of bread and spread

Adhoc Activities and Partnerships .

“Wholesome Living, Hearty Giving” with ST Telemedia

“Wholesome Living, Hearty Giving” - With the rising prevalence of diabetes in Singapore, one in three individuals is at risk of developing diabetes in their lifetime, Yong-en with the support of various donors, and ST Telemedia as our main sponsor, moved towards providing families with **more nutrient-dense food**, educating them on healthier choices to prolong health, and forge stronger relationships with them to journey with their needs.

The revamped programme also recognises the need for our beneficiaries to feel empowered and to cultivate a sense of ownership, culminating in our decision to include **a choice bag** for beneficiaries to select some food items which they prefer. This also provides an avenue for volunteers and staff to encourage conversations and foster connections with the beneficiaries. We also included hygiene items on top of dry rations to ensure sanitation of our beneficiaries is not compromised, especially in current times of pandemic.

Fresh Food Distribution with GEAR

As a new initiative, Golden Energy and Resources Limited (GEAR) sponsored a round of fresh food distributions for 140 households. Corporate volunteers from GEAR came in November 2021 to purchase and pack fresh groceries purchased from Chinatown Complex Wet Market. They also helped to distribute the packed fresh groceries to 20 beneficiaries over 2 days. The **fresh groceries included raw chicken, raw fish and a variety of fruits and vegetables** to complement “Wholesome Living, Heart Giving” objective of providing healthier food for the families we serve.

NVPC Heartland Pays It Forward (HPIF)

NVPC Heartland Pays It Forward (HPIF) is **a national movement** that enables people in Singapore to pay it forward at participating heartland hawker stalls. Beneficiaries were gifted vouchers for the redemption of meals at these hawker centres – People’s Park Food Centre and Chinatown Complex Market and Food Centre.

NVPC generously donated 900 vouchers worth \$5 each, totaling up to \$4,500 (monthly). The vouchers were valid for one month and were distributed to the families starting from November 2021. Each household receives 5 vouchers monthly to **redeem hot meals**. This helped Yong-en to extend our assistance to their financial needs.



Our colleague, Pauline, unofficial 'Mayor of Banda Street and Sago Lane', is ever ready to distribute hugs and food!

Supporting Families

Parents

Many parents of low-income families face various challenges, such as extenuating financial hardship, child behavioural issues, and caregiving issues. They are often preoccupied with meeting the basic daily needs for themselves and their children, which can lead to greater stress and a lack of coping and parenting skills. Currently, Yong-en organises support groups to coach parents on self-management and parenting skills. Support groups also provide opportunities to bond with their peers, journey and grow together.

Family Support Group

7 families were actively engaged in our Family Support Group. This year, Yong-en partnered with Filos (Parent Plus Programme) to provide evidence-based parenting workshops to equip parents with skills in building satisfying relationships and managing emotional and behavioural issues with their children. The programme was conducted online over Zoom to comply with COVID-19 regulations.

Our desired outcomes: Resilient families, improved parent-child relationships and greater sense of purpose and identity as individuals of society.

Single Parent Support Group

Yong-en has a separate group for single parents. This support group provides a safe space and a great way for those experiencing similar parenting challenges to connect, interact and support one another - to share woes with, meet-ups and seek advice from. Single mothers enjoy lively banter, serious discussions, find practical help, emotional support and a shoulder to lean on at all times of the day in this small, intimate group.

Led by a trained facilitator, single mothers grow in confidence and become emotionally stronger as they learn from the experiences of others and are equipped with knowledge and skills to nurture their children into well-adjusted youths.

The sincere friendships forged bring joy and provide strong socio-emotional support through difficult times. Some financial aid is also given on a needs basis to tide these vulnerable families through.

Family Support Group and Single Parent Support Group

15 families supported in Family Support Group

12 parents equipped over 12 support sessions.

Support in times of need *Unexpected Circumstances.*

Mr Tan* was referred to Yong-en in 2021 for interim support via our Food Security programme while on COVID-19 quarantine. Mr Tan is a single father with 4 children (Ages 19, 17, 13 and 8 years). Upon assessing his circumstances, Yong-en also assisted his family by providing a one-time, financial relief of \$200 to tide over the quarantine period while he was unable to work. Thankfully, his employer was sympathetically aware of Mr Tan's situation and had kept his job for him. Once his Quarantine Order was completed, he was able to go back to his role as the driver for a cleaning company.

Meanwhile, our caseworkers also kept in contact with Mr Tan (via phone) particularly

during the quarantine period to provide encouragement and emotional support.

A follow up was conducted post-quarantine and we paid a visit to his home and family members. Helping us extend a hand of help were volunteers from NetApp who rallied resources to grant 20 households their wish lists. This gesture meant that faulty, household appliances, such as Mr. Tan's rice cooker and microwave could be replaced, improving the standards of living for him and his children.

When in community, one should not have to walk alone. We are deeply grateful for donors, community partners and volunteers coming alongside our beneficiaries,



Often, parents of low-income families are overwhelmed with meeting financial and basic needs of their families. A lack of involvement in their children's academic, socio-emotional and psychological well-being is an issue which needs urgent attention. Yong-en has in place, programmes for our children and youth to directly address them .

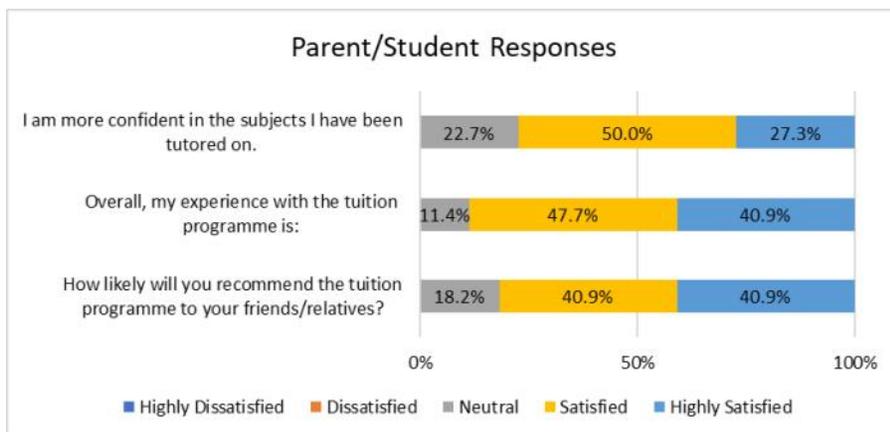
Tuition and GROW

Yong-en has stepped up with our tuition and GROW programmes to support these students academically to promote literacy and equip them with a more level playing field to excel and reach their full potential.

Yong-en continued its partnership in providing and running **GROW (Gain Reading, Oral and Writing) programme with Calvary Community Care**. This programme aims to help our younger students (K1 to Primary 2) build their foundation in English and achieve literacy levels on par with their peers in the same age band. Volunteers have been guiding 4 students online through the GROW syllabus in 2021.

Separately, our **weekly tuition programme is targeted at older children and youth (Primary 3 to Secondary 4)**, where volunteers have also been guiding 43 students online through their schoolwork and supplementary exercises.

Our year-end evaluation with parents/students under tuition programme demonstrated that 27.3% of the students are highly satisfied and 50.0% are satisfied with an increased confidence in the subjects they had been tutored on. 40.9% of the students are highly satisfied and 47.7% are satisfied with their overall experience of the tuition programme. 40.9% of the students are likely to recommend the tuition programme to their friends/relatives.



Tuition and GROW

43 students enriched in weekly Tuition
 ↓ 10.5% decrease
 4 supported in GROW programme

Nurturing Children & Youths

Education Awards

This is our 15th year of giving out Yong-en Educational Awards.

With an objective to empower our children and youth beneficiaries to achieve their potential, fulfil their aspirations, and be inspired to serve and impact their communities, we will **be extending the awards to existing beneficiaries who are progressing onto tertiary studies (1st degree).**

92 bursaries were awarded to students who have demonstrated effort in their studies throughout 2021.

Children Holiday Activities

We curate different fun and enriching holiday activities for the children together with our corporate partners. To comply with COVID-19 regulations, some of the programmes that we have held virtually are:

- **Coding for Kids**
- **Art Jamming**
- **A Magical Christmas**

With the aim to cater a holistic holiday experience and enrich the academic support given, interactive games, coding exercises, art and a magic show were organised, all in celebration of the hard work the children have put into the school term.

Education Awards

92
students encouraged
with Annual Education
Awards



↑ 28%
increase

Children Holiday Activities

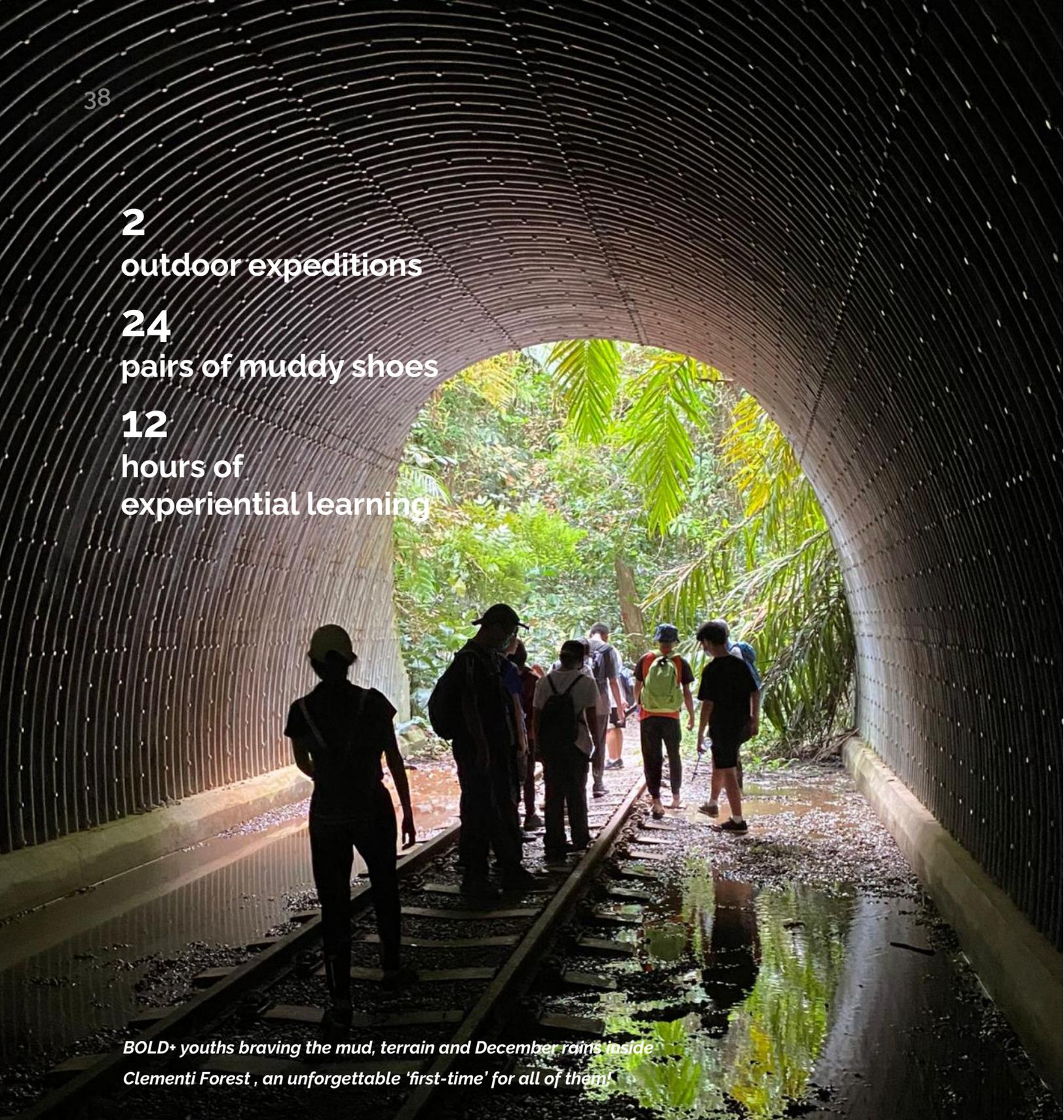
11
wholesome activities
curated for children



2
outdoor expeditions

24
pairs of muddy shoes

12
hours of
experiential learning



BOLD+ youths braving the mud, terrain and December rains inside Clementi Forest, an unforgettable 'first-time' for all of them!

BOLD+ (Youth Mental Wellness Programme)

29
youths empowered in the
first run of the programme.



53
one-to-one follow-up
sessions

4
group virtual sessions

10
parents professionally
trained on "Digital
Wellness for Youth"
module.

Nurturing Children & Youths



BOLD+ (Inaugural Programme)

With the growing amount of research demonstrating the deterioration of youth mental health and the eroding effects on mental health as a result of the COVID-19 pandemic, Yong-en also sees the demand for an upstream, longer-term (6 months)

programme to promote mental wellness amongst youths, build mental resilience, and equip youths with the skills to navigate through contemporary challenges today. As such, we have developed the BOLD+ curriculum as shown below.

No	Module	Description
A	Self-development – John Maxwell Youth Development Programme	Positive self-image Identify strengths Overcome failures
B	Digital Wellness	Media literacy Managing disinformation & misinformation Build healthy online identity
C	Mental Resilience	Learn & apply 6 Cs (Composure, Concentration, Confidence, Cope-ability, Cohesion, Compassion)
D	Outdoor Classroom	Exploration, endurance, and resilience Reduce stress, anxiety, and create positive memories
E	Giving Back	Social Work Venture: Connect with the community Develop sense of purpose and empowerment to give beyond one's sense of insufficiency

The inaugural run of this programme was launched in end November 2021 with 29 youths (12–16-year-olds).

We appreciate Deutsche Bank's generous support towards the inception of Yong-en's BOLD+ Youth Mental Wellness Programme, reminding youths that they are #NotAlone.

Nurturing Children & Youths

Building resilient youths Aspirations & Dreams.

John*, a 13-year-old youth, is from a family who is currently under our Food Security programme. John is also participating in Yong-en's inaugural BOLD+ programme and has been very responsive and active in the online sessions. He has demonstrated a willingness to share with the peer group about his aspirations and dreams of becoming a professional athlete and represent Singapore

in basketball.

Our BOLD+ programme guides youths like him towards achieving their long-term aspirations, by equipping them with tools to set short-term goals, develop greater self-esteem and mental resilience to ensure they persevere and work to realise their hopes and dreams.

Hear from a grateful mother

As a parent who enrolled her 2 children in Yong-en's tuition and BOLD+ programmes, Mdm Romualdo expressed her gratitude for receiving the assistance she needed when she lost her job due to the COVID-19 pandemic.

"On behalf of my family — we are grateful to Yong-en. Words aren't enough to express our gratitude. My son greatly

benefitted from Yong-en's programmes. He gained lots of knowledge and friends which broadened his horizons."

Financial assistance was also provided for her family in the form of bursary and encouragement awards — alleviating Mdm Romualdo's financial burdens.

The year ahead.

Even as we seek to forge ahead from the last two years of disruptions caused by the COVID-19 pandemic, the challenges facing our communities appear daunting with fallouts from the adverse impact to businesses and to the food and energy supply chains.

Yong-en would continue to focus on improving our existing programmes and services to care and support the seniors, the youths and children, and the families with needs in Chinatown, Pearl's Hill area and in Bukit Merah.

This goes beyond assisting the beneficiaries with their immediate needs. As we adopt a person-centred approach in our services and programmes, we would address the needs of families holistically (i.e. psychological and socio-emotional well-being).

To support some of our programmes, we would step up the recruitment and training of regular volunteers in our befriending programme. These are deliberate exercises to build relationships with families such that the staff and volunteers in Yong-en can journey with our beneficiaries and their families towards empowerment

and independence in managing their life circumstances.

We would increase our engagements with the communities around us. These would bring closer connection between our beneficiaries and their neighbours, and to pool the strengths and capabilities of the community.

Yong-en would continue to invest in collaborations with the other social service agencies, especially with a more challenging landscape facing us. These collaborations include co-ordination of limited resources and sharing know-how. This will help to complement each agency's strengths and result in better outcomes for the beneficiaries.

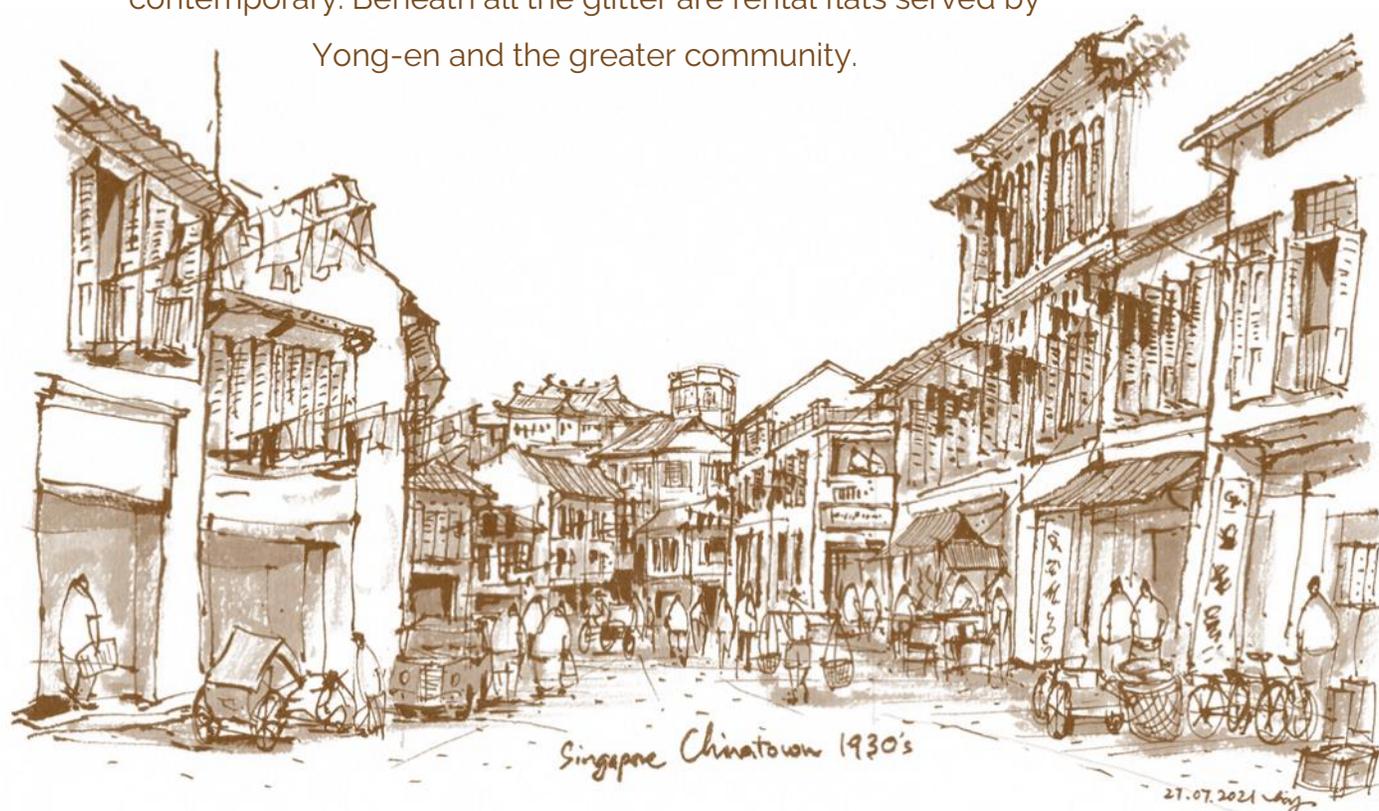


A vibrant slice of life at the intersection of Smith and Terengganu Street during Chinese New Year.

Our Community. *Chinatown and us.*

The development of strong communities has long been a principle of the social work profession. The community plays a critical role in building a caring and inclusive living environment with members working together to become a source of strength and hope. Yong-en endeavours to create meaningful connections and supportive relationships to care for and support vulnerable seniors and families in Chinatown and beyond.

Yong-en is blessed to be part of this colourful, living community in Chinatown the last 25 years. Once an enclave for Chinese immigrants, the Chinatown of today is an amalgamation of the new and old, the historic and contemporary. Beneath all the glitter are rental flats served by Yong-en and the greater community.



With Love, From Chinatown

#GreatSingaporeGive #GivingWeekSG



Strengthening the Chinatown community with Yong-en.

COVID-19 has threatened the livelihoods and sustainability of businesses within Chinatown. Many businesses have closed and Chinatown Food Street has in the recent year, shut down permanently. The death of Chinatown would completely change the social landscape and affect the well-being of Yong-en's beneficiaries living in this community. Yong-en hopes to play a part in restoring the vibrancy of Chinatown, and to rally support for the well-being of Yong-en's beneficiaries. With the support of our good neighbours who have stepped up to support us in kind, Yong-en curated a special Chinatown Kit in an effort to uplift our community. The kit was designed to allow the recipient to experience the sights, sounds, taste, and resilience of Chinatown.



It was gratifying to see how the businesses in the community and the efforts of our volunteers led to the culmination of our very first edition of Chinatown Kit.

Our Community. Chinatown and us.



Chinatown Kit . First Edition .

Sincerest appreciation to Chinatown's generational businesses for stepping up with heart!

Handcrafted Aromas ANTHONY THE SPICE MAKER

ANTHONY'S PARENTS ARE THE FIRST-GENERATIONAL SPICE MAKERS. HAVING GROWN UP IN A SPICE FAMILY, HE HAS ALWAYS HAD A HEART FOR SPICE CRAFTING AND CREATING FLAVOURS.

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WWW.ANTHONYTHESPICEMAKER.COM



Shop Local

TRADITIONAL TEA/COFFEE CUP + SAUCER SET HAI SENG PORCELAIN

HAI SENG IS PASSIONATE ABOUT MAKING SURE THEIR PRODUCTS HAVE AN AUTHENTIC LOOK AND FEEL OF THE TRADITIONAL SINGAPOREAN CHINESE KITCHEN WARE OF THE 1960S AND 1970S.

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SINGAPORE 050004

GOOD MORNING TOWELS YOU LI DEPARTMENTAL STORE

SUPPORTING OUR NEIGHBOURS! THE GOOD MORNING TOWEL WAS A COMMON 'ACCESSORY' WORN AROUND THE NECKS OF HAWKERS AND RICKSHAW PULLERS - A MUST FOR WIPING THE PERSPIRATION OFF FROM BEING HARD AT WORK.

CHINATOWN COMPLEX
335 SMITH ST. #01-101
SINGAPORE 051335



Homemade Goodness

RED BEAN OR GINKGO BARLEY DESSERT

合家歡 HUP KA FOON

TRADITIONAL HOMEMADE DESSERTS. NEWLY RELOCATED INTO CHINATOWN, HUP KA FOON FILL US WITH THE MOST COMFORTING AND AUTHENTIC BOWLS OF HOMEMADE GOODNESS.

18 SAGO ST. SINGAPORE 059017



Play a game of 象棋 CHINESE CHESS

WE MISS SEEING THE LAIDBACK YET INTENSE INTERACTIONS THROUGH THIS BEAUTIFUL GAME, WHICH USED TO HAPPEN ON A DAILY BASIS @ KRETA AYER SQUARE.

321 BANDA ST. SINGAPORE 050005

Have a Cup of

NANYANG OLD COFFEE

ESTABLISHED IN 1973, NANYANG OLD COFFEE IS FOUNDED TO SHARE TO THE WORLD THE BEAUTY OF OUR SINGAPORE TRADITIONAL COFFEE IN BOTH TASTE AND CULTURE. HEAD OVER TO HAVE AN AROMATIC CUP AND CHECK OUT ALL THE FUN COFFEE ANTIQUES!

268 SOUTH BRIDGE ROAD
SINGAPORE 058817



Taste Authenticity CHAI WEE CUTTLEFISH

OUR FAVORITE NOSTALGIC SNACK MADE FRESH DAILY. INVITING YOU TO BITE INTO THIS ADDICTIVE, CRISPY DELIGHT!

CHINATOWN HAWKER CENTRE
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SINGAPORE 051335
CHAIWEE.COM.SG



Seek & You Shall Find

PERANAKAN PORCELAIN TEASPOON + SOUVENIR POSTCARDS BY LOCAL ARTIST @BETHCHEONG

EAST INSPIRATIONS

PROVIDING LOCAL AND TRAVELLING TREASURE HUNTERS ALIKE A PLACE TO DISCOVER UNIQUE CULTURAL PIECES SINCE 1985

256 SOUTH BRIDGE ROAD
SINGAPORE 058805



OLD WORLD CHINATOWN. POSTCARD REPRINTS

SINGAPORE STAMP CLUB

STAMP MEETINGS ARE HELD ON THE 2ND SUNDAY MONTHLY AND EVERY 3 MONTHS. DO KEEP A LOOK OUT FOR STAMP FAIRS AND AUCTIONS!

SINGAPORESTAMPCLUB@GMAIL.COM

Building supportive relationships with our beloved hawkers.

Did you know that Chinatown Complex Food Centre is Singapore's largest? Over 200 hawkers are located below Yong-en Care Centre's office. Our hawkers are very much part of our community – suffering through closures of the complex, quietly toiling and labouring alongside Yong-en,

Through the generosity of donors, Yong-en managed to touch base with over 300 vendors and hawkers to distribute festive Christmas care packs.



Our Community. Chinatown and us.



Year 1 and 2 medical students from NUS and NTU.

Yong-en wants our volunteers to grow as individuals in their service with us. Understanding the socio-economic landscape of Chinatown is important. What better way to onboard our volunteers than hosting them on Yong-en's community walks to introduce them to Chinatown's socio-economic landscape and soak in the living environment of our beneficiaries?

Join us on a 'walking tour' from a social work perspective as part of our orientation for volunteers.

Community walks.

Our Pillars. Volunteers & Partners .

Cultivating supportive relationships for the community we serve; to improve lives and deepen our organisation's impact.

Yong-en's modest team of 30 staff was able to touch the lives of more than 700 beneficiaries in 2021 due to volunteers playing a key role in extending our reach. We are grateful to many who stepped forward to show care and concern for our community. Individuals, organisations and businesses supported us wholeheartedly and we are delighted to share with you some highlights. We hope these stories will inspire you to join us in giving back!

Our helping hands ...



35 corporates



15 community partners



135 individual volunteers

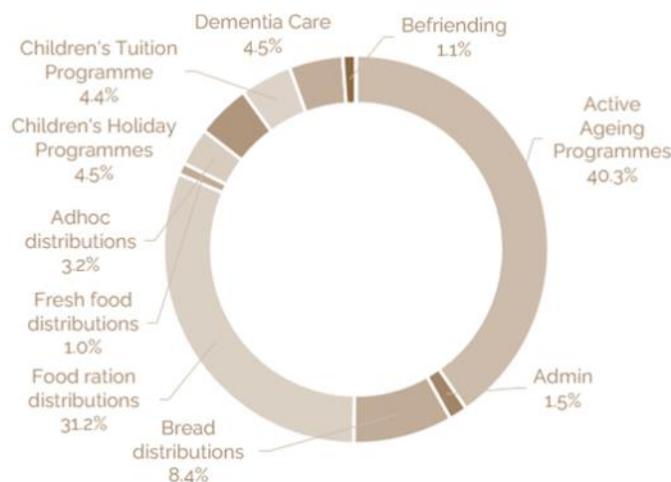
2,275 volunteer engagements

4876 volunteer hours

15 regular corporates and community partners

63 regular individuals

Areas of volunteer engagement





Individual volunteers at our fortnightly, BreadWalk session.

Sincere hearts and beyond. *Small gestures. Big impact.*

For many of our seniors who have limited or no family support, our home care nurses and volunteer befrienders often become the fictive kin, looking out for their welfare and supporting in areas where possible. Where some gestures may seem insignificant, it is in these small acts of kindness that we see a lasting impact.

Daily life in the new normal can be cumbersome and difficult to navigate without a proof of one's vaccination status or access to a TraceTogether token.

In Mr Lee's case, with his limited mobility, he was faced with 3 unresolved issues :

1. A faulty TraceTogether token
2. Being unvaccinated
3. An expired EzLink card.

Mr Lee's worries became known to Yong-en's home care nurse, Karen, during a routine home care visit. Karen promptly reached out to our volunteer manager, Marie, who arranged for

volunteers Fergus and Joanne, to support Mr Lee.

As Fergus was able to provide transportation, the errands were made more convenient. Mr Lee, who was terrified of injections expressed his relief at the companionship of the two while waiting for his turn at the clinic for his vaccination.

The volunteer duo were glad that all three tasks were accomplished within the day. The level of difficulty for Fergus and Joanne was low, however it meant a world of difference for Mr Lee.

Mr Lee shared that he has been fretting over these issues for some time and is extremely glad and relieved that all his three 'wishes' were granted. He is now able to resume his daily chinese tea and meals at his usual, neighbourhood coffeeshop!

As for our volunteer duo, their reward was intangible - new friendships made bonding over a trip down Mr Lee's memory lane as he narrated stories upon passing places where he used to be familiar with.



Scan and hear Mr Lee's joy as his worries are finally relieved.

Volunteers Evaluation

81
respondents

91%
average volunteer
satisfaction score



"People are welcoming when they hear Yong-en's name."

- Volunteer from Fairfield Methodist Church

"It's always a pleasure working with Pauline; she is so helpful and has a heart of gold."

- Individual volunteer

Our Pillars. Volunteers & Partners .

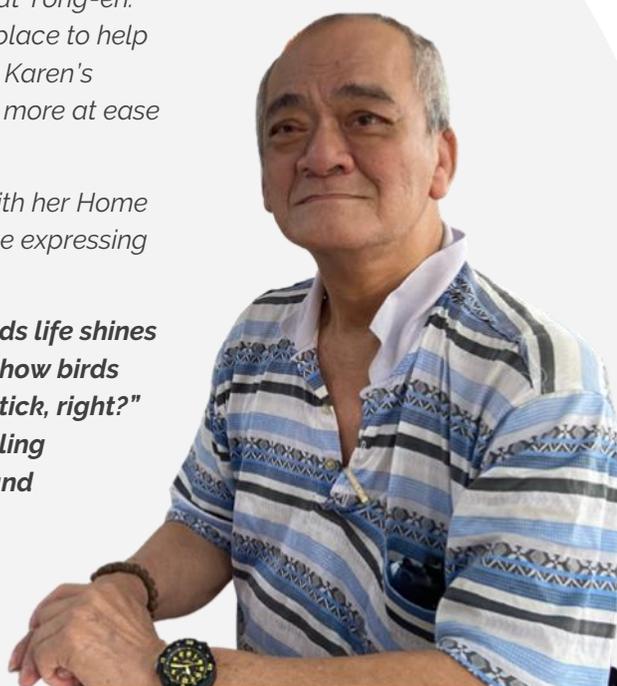
"Thank you for listening to my story,"

Mr Lee, a 71-year-old who has been under Yong-en's care for the past 4 months, said as we settled in to chat with him.

After Mr Lee had a bad fall in his bathroom and had to repeatedly seek treatment at Singapore General Hospital, he was referred to Karen, senior Home Care nurse at Yong-en. On Wednesdays, Karen goes down to Mr Lee's place to help dispense his medication and monitor his health. Karen's assistance and company has made Mr Lee feel more at ease and much less alone too.

"I hope that Karen can continue providing me with her Home Care services," Mr Lee said in Mandarin, in a tone expressing his admiration for Yong-en's Home Care nurses.

His determination and positive mindset towards life shines through. Smiling shyly, he said, "Do you know how birds build their nests? Branch by branch, stick by stick, right?" This analogy is probably Mr Lee's way of tackling challenges in his life, taking a step at a time and not giving up.



"Excellent; really felt I did something meaningful today."

- Volunteer from GSK

"It was a great experience for me knocking on residents' doors and seeing their delighted faces when we passed the Chinese New Year Blessing goodie bags to them. Heart-warming."

- Volunteer from RSVP

An article from our volunteer fundraiser

Mr Phoon Kok Hwa, Publisher, Candid Creation.

**“No one has ever become poor by giving.
— Anne Frank**

For many years, I have usually been a passive donor to different charities. In 2021, I decided to set a challenge for myself and initiate a fundraising campaign for [Yong-en Care Centre](#), a Singapore-based charity. It has been a humbling experience learning to raise funds in the past 2 months. As the campaign draws to a close soon, I thought it will be useful to share a few lessons that I picked up along this journey:

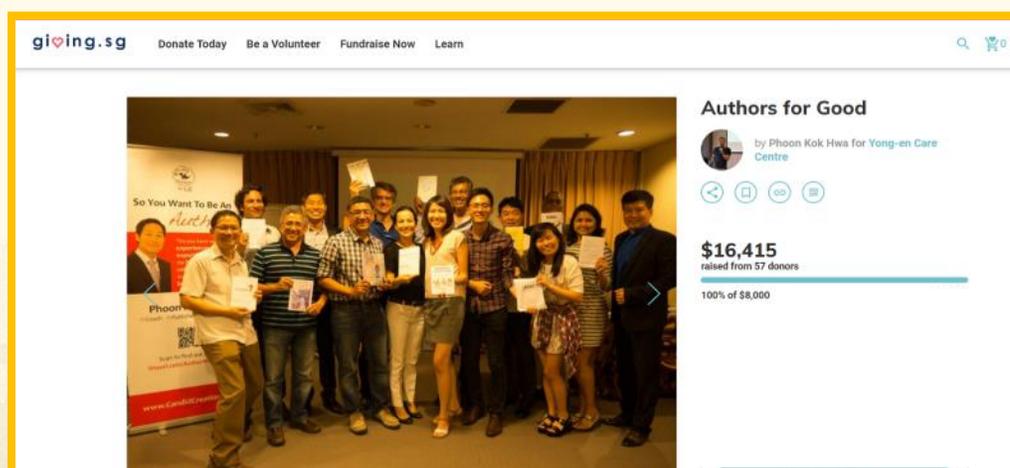
Lesson #1: Identify a cause. It's important to identify a cause that is close to your heart as it will be the source of your motivation. For me, I identify with the difficulties faced by disadvantaged individuals and families, whose situation is exacerbated by the current pandemic and they are in dire need of more support.

Lesson #2: Identify a charity. There will probably be many charities that are supporting the cause you identified. To help me in identifying one, I made a public call for suggestions through social media. From the list of shortlisted charities, I decided on a set of criteria to facilitate my decision-making. One of my personal criteria is to help a smaller and relatively unknown charity that typically has fewer resources. It is often a herculean task for small charities to raise funds year after year using their own effort and through their own network. Hence, I find that they need help from more people to lend their network to expand their sources of funding. You can also arrange to speak to the person-in-charge of the charity or visit them to understand more about their areas of need and how you can better support them with your efforts. While my effort may pale in comparison to large donations from corporates and foundations, I strongly believe that every drop makes an ocean and every dollar makes a difference.

Lesson #3: Identify an online platform. [Giving.sg](#) is a user-friendly platform that facilitates everyday folk like me to start fundraising campaigns. As the one-stop national giving platform, it allows anyone to donate, volunteer and fundraise for any of the over 600 registered non-profits in Singapore. For transparency, I do not wish to handle any of the donations. A platform with safe and secured payment gateway gives donors peace of mind that their donations will go safely and directly to the charities.

Lesson #4: Think win-win. I learnt to put myself in the shoes of not only the charity, but also the donors. People donate for different reasons and giving can be in the form of Time, Talent, Treasure, and Thoughts. I decided to gift my time and talent by offering donors who donate \$250 and above a free seat to a masterclass which I conduct - [So You Want to be an Author](#) . This workshop is usually worth \$600 which makes the offer a real value-for-money. To cater to donors who may not be interested in attending an authorship workshop, I have also allowed them to sponsor another person of their choice who may be interested. For donors, they also get to enjoy tax deductions of 250% of the qualifying donation amount on top of learning and doing good. With that, the theme of my fundraising campaign "Authors for Good" was conceptualised.

Our Pillars. Volunteers & Partners .



Lesson #5: Create awareness. Starting a campaign is the easy part. The reality is that unless you have a huge tribe, rallying donors to come on board will be a painstaking process. Although I do not have a large following, I know that I could start by rallying the authors whom I have partnered with over the past two decades. I started to share about the fundraising campaign on social media and I found this to be effective in creating awareness. The reach was extended when my friends started to share my post too. But as we all know, attention span on social media can be in nano-seconds and typically more posts will be forgotten than remembered. As such, I crafted a personal message and appealed to friends and associates on a one-to-one basis through Whatsapp and I found this to be very effective.

Lesson #6: Let go of expectations. On this journey of raising funds, I learnt to let go of expectations. Although I have set a fundraising goal, I am not fixated on it as I believe that as long as I try my best, the rest will take care of itself. Some people will donate while others won't. Hence, whenever I send a message, I remind myself that a response will be appreciated and a donation will be a bonus. The outcome is really beyond my circle of control. At the end of the day, I am just happy that I am creating more awareness for the charity and I respect that everyone has their own ways of giving and charities they support. To my pleasant surprise, I managed to achieve 150% of my fundraising target and that has encouraged me to extend the campaign by another week.

Lesson #7: Keep communicating. I find that sharing regular updates on social media helps to maintain mindshare and keep the momentum. In addition, it is always empowering to receive encouragements. As such, I find opportunities to share whenever possible without being intrusive. I shared different posts from explaining the work of the charity to major milestones of my fundraising target being reached.

Lesson #8: Have a grateful heart. Although I started the campaign hoping to help others, I am so grateful that I received help myself. The campaign was actually started during a period last year when I was languishing while coping with the flip-flop in safe management measures. The campaign helped me to find a purpose and directed my energy towards something meaningful. Through the campaign, I got reconnected with many friends and associates and discovered many beautiful souls who were generous in their giving. Many were thankful that I initiated this campaign to give them the opportunity to contribute. I am also surprised with and grateful to many strangers who have donated when they do not even know me personally.

I sincerely hope that my 8 lessons on doing good have given you some pointers if you are planning a fundraising campaign.

Many helping hands. *Wholesome Living, Hearty Giving.*

In FY2021, 1,522 grocery packs were successfully delivered to over 150 beneficiaries through our newly revamped Pantry Plenish programme — “Wholesome Living, Hearty Giving”.

The combined efforts of all our volunteers granted the success of this initiative, highlighting the major role that each and every volunteer played in helping our community.

In efforts to advocate healthy living, Yong-en started incorporating healthier options into our food packs. We also included hygiene items on top of dry rations to ensure sanitation of our beneficiaries is not compromised, especially in current times of pandemic.

This newly improved programme was launched together with ST Telemedia who became our main sponsor of the year. Employee volunteers from the company also actively supported the programme by helping to pack and distribute the grocery packs. The programme has garnered support from various groups of dedicated volunteers such as corporates, churches, and individuals.

On scheduled days of the week, some volunteer groups would assist with packing of the food items. Others would provide the manpower needed to deliver them to the homes of our beneficiaries' and also to spend some time checking in on their well-being.

From attending volunteer briefings to engaging in trainings on nutrition and communication, these helping hands were what was necessary to make “Wholesome Living, Hearty Giving” a success.

Yong-en is grateful to have our volunteers embarking on this journey with us.



"It was a rewarding experience being able to help the vulnerable community."

"Friendly and dedicated staff!"

"Good experience meeting and helping the beneficiaries."

- Volunteers from ST Telemedia

Our Pillars. Volunteers & Partners .

Equipping volunteers.
*Strengthening our
army of volunteers .*

In the past year, Yong-en has made additional effort to equip our volunteer befrienders with knowledge through social work concepts, case studies, facilitated discussion for an understanding of how they help close the circle of support for our beneficiaries. Our desire is for volunteers to forge deeper and meaningful relationships as they make regular visits to assigned families and individuals over a period of time.



Topics covered included:

1. The Art of Community Work and Befriending
2. Making assessments and observations as a volunteer
3. Healthy Eating (in collaboration with nurses from SGH Singhealth)
4. Oral health and how it links to nutrition (in collaboration with nurses from SGH Singhealth)
5. Age-related sensory changes and communicating with seniors
6. IMDA - Digital for Life Train the Trainer session

Volunteers Training

7
sharing sessions
estimated 140
participants



"Great initiative to strengthen the partnership between volunteers and Yong-en which in turns benefits Yong-en beneficiaries."

- Volunteer

The year ahead. **Fundraising plans .**

The fundraising plans for the upcoming year are as follows:

Event	Campaign Period	Platform	Goal
Rising Strong (Youth & Children)	March 2022	Traditional appeal and Giving.sg	\$30,000
A Heart Science (Dementia Care)	March 2022	Traditional appeal and Giving.sg	\$50,000
20th Charity Golf Tournament	May 2022	Physical event and Giving.sg	\$240,000
Anniversary Fundraising Event for Q3	August/September 2022	Traditional appeal and Giving.sg	\$200,000
Community Project for Advocacy and Awareness	September/October 2022	OurSG Grants	\$100,000
End year Giving for Q4 - Community Partnerships with Businesses	December 2022	Community appeal and Giving.sg	\$250,000

The expenditures for these fundraising activities are expected to be in-line with past years expenses and below the regulatory requirements.

Acknowledgements .

Your generous support has truly made a difference in the lives of the seniors, families, children and youths whom we serve. We are grateful for the faith and trust placed in us to fulfil our mission.

With gratitude,
#TeamYong-en

Our Generous Donors

\$100,000 and above

Deutsche Bank
Fairfield Methodist Church
Singapore Totalisator Board
ST Telemedia
Dr Lo Hong Ling
Mr Mark Zhou You Chuan

\$50,000 and above

Maanas Cares Foundation

\$10,000 and above

Afirmus Biosource Pte Ltd	The Shaw Foundation Pte
Bless Our City (Central Singapore CDC and Far East Organization)	Tan Chin Tuan Foundation
Cisco Systems	Trinity Methodist Church
Cool Link & Marketing Pte Ltd	WT21 Fund
Give@Avanda Fund	Mdm Chng Siok Khim
Golden Energy and Resources Limited	Mr Lau Chee Seng, Stephen
H.T.Choo Charity Fund	Ms Lim Ee Lee, Elizabeth
NetApp	Mdm Loh Wai Fun, Shermaine
Ng Kim Suan Foundation	Mr Toh Chee Meng
Rio Tinto	Ms Wong Chin Eng
	Mr Wong Liang Chwee, Richard

Special Acknowledgments

- Deutsche Bank — for the sincere commitment and support towards Yong-en's inaugural BOLD+ Youth Mental Wellness programme.
- ST Telemedia, its Board and Employees — for the strong support towards our efforts to relaunch Yong-en's Food Security programme "Wholesome Living, Hearty Giving", as well as support towards Yong-en's Home Care services.
- Singapore Totalisator Board (TOTEBOARD) — for the generous matching donations that enabled us to meet our fundraising goals despite challenging times.
- The Community Foundation of Singapore (CFS) — for sharing Yong-en's work to potential, like-minded funders.
- Fairfield Methodist Church — for the unwavering support of love and commitment since the inception of Yong-en.

The listing includes contributions received from 1 January 2021 to 31 December 2021. Yong-en ensures that funds received are properly documented, and that the donor's confidentiality is respected. While we are unable to list everyone who has made an impact in the lives of our beneficiaries, we would like to express our sincere gratitude to each and every one of our partners for your support.

Acknowledgements .

Our Dedicated Volunteers, Community Partners

2:52 Agora Church	FTI Consulting	NetApp
365 Cancer Prevention Society	Geriatric Education and Research Institute	Ngee Ann Polytechnic
Anglo-Chinese School (Independent)	GlaxoSmithKline Pte Ltd (GSK)	NUS Overseas Colleges— SooperGoodie project
Anglo-Chinese Junior College	Golden Energy and Resources Limited	Paya Lebar Methodist Church
Aquila Capital	Good Shepherd Family Clinic	Radin Mas Community Centre
Association of Corporate Counsel	Google Singapore	Redemption Hill Church
Boys' Brigade	Health Promotion Board	RSVP The Organisation of Senior Volunteers
Calvary Community Care	Heartware Network	SAGE Counselling Centre
Caregivers Alliance Limited	Illumina	SG Active
Chinese Development Assistance Council (CDAC)	Infocomm Media Development Authority (IMDA)	SG Cares Volunteer Centre @ Kreta Ayer
Cisco Systems	Kreta Ayer Family Service Centre	Singapore Chinese Girls' School
The Community Foundation of Singapore (CFS)	Lee Foundation	Singapore General Hospital
Credit Suisse AG	Lien Foundation	Social Service Office @ Kreta Ayer & Bukit Merah
Cycling without Age	Life Community Services Society	Solomon's Porch Singapore
Deutsche Bank	Maya Theatre	Southview Primary School
Drew & Napier LLC	MSF Community Service Programme	State Courts Singapore
Elitez (FMCG) Pte Ltd	Montfort Care	ST Telemedia
Empower Ageing	Moody's Corporation	The Therapy Room
Esplanade – Theatres on the Bay	Nanyang Academy of Fine Arts	TSAO Foundation
Fairfield Methodist Church	Nanyang Technological University	Village Consultancy
Fei Yue Community Services	National Gallery Singapore	Willis Towers Watson
Free Time Collective	National Volunteer and Philanthropy Centre (NVPC)	Young Womens' Christian Association (YWCA)
Filos Community Services Ltd		

While Yong-en is unable to list everyone who has made an impact in the lives of our beneficiaries, we would like to express our sincere gratitude to each and every one of our partners for your support.

Acknowledgements .

Our Passionate Fundraisers

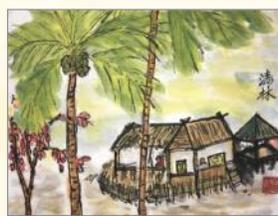
Thank you for contributing your time, talent and heart in fundraising for Yong-en!
Through your collective efforts, a total of over \$45,000 was raised.

ArtPandemic x Yong-en
By Ms Monica Lim



Authors for Good
By Mr Phoon Kok Hwa

Crafted with Love
By Ms Jane Wallace



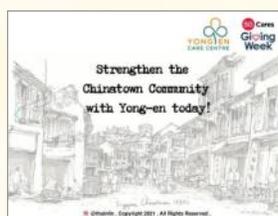
Love in Broad Strokes
By Mr Tan Chye Thiam

Mandy Bakes for Yong-en
By Ms Amanda Chan



To Yong-en with Love
By Lina, Morna and Shermaine

What Are Wings
By Berry Potter x Friday's Garden



With Love from Chinatown
By Mr Thain Lin Tay

YEAH! Trailblazers
By Silver Volunteers Group @YEAH!



Leadership.

Our management committee .

Management Committee (16 May 2021— 16 May 2023)



Mr Loh Yew Chiong

President



Mdm Shermaine
Loh Wai Fun

Vice-President
Chairperson—
Family Support
Services



Mr Lum Tuck
Cheung Elvin

Vice-President
Chairperson—
Human Resource



Ms Margaret Ngoi
Ming Kin

Secretary
Chairperson—
Governance



Ms Lim Geok Tee
Dorothy

Treasurer
Chairperson—
Finance



Dr Tsai Kuo Tsing

Member
Chairperson—
Elderly Services



Ms Chan Qiaohui
Janice

Member
Chairperson—
Community
Relations



Mr Lawrence Che
Kok Ho

Member



Mr Heng Hiong
Cher

Member



Mr Tang Guo-Li
Alexander

Member



Dr Wee Shiou Liang

Member

Advisors & Ex-Officios (16 May 2021— 16 May 2023)



Rev Tay-Sim Soek
Mun Wendy

Ex-Officio
Pastor-in-charge
Fairfield Methodist
Church



Mr Zhou You Chuan
Mark

Ex-Officio
Chairman
Local Church
Executive Committee,
Fairfield Methodist
Church



Mr Lai Garchun
Nicholas

Ex-Officio
Executive Director



Mr Benjamin Chan
Chee Chew

Advisor
Former Executive
Director



Dr Foo Fung Fong

Advisor
Former Deputy
Executive Director

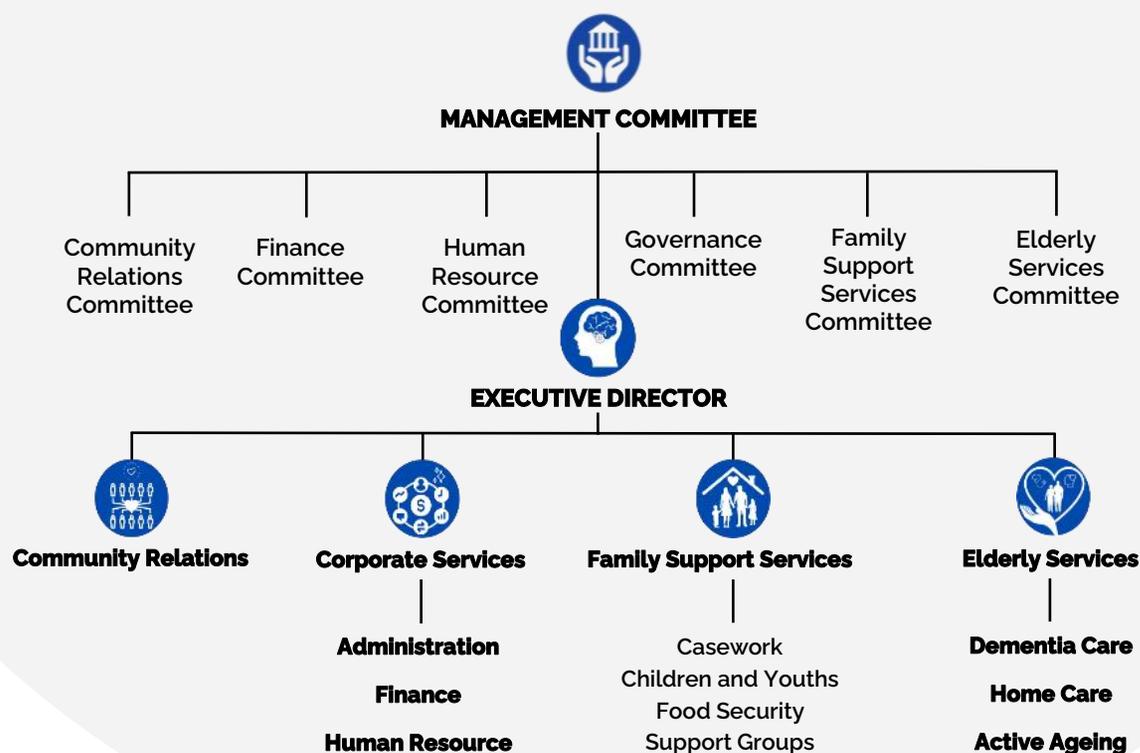


Mr Tan Guan Seng

Advisor
Former President

How we are organised.

Organisation chart .



Staff List as at 31 December 2021:

Management	
Lai Garchun, Nicholas	Executive Director
Elderly Services	
Ong Seck Sze, Griselda	Director, Elderly Services
Chua Siew Liang (Abigail)	Manager, Dementia Care
Tan Tian Xiang Douglas	Staff Nurse, Dementia Care
Chia Ken Yuen (Alfred)	Care Associate, Dementia Care
Ho Miao Choo	Care Associate, Dementia Care
Law Yuit Kuen (Christina)	Care Associate, Dementia Care
See Jen Kai	Care Associate, Dementia Care
Teo Lian Mei Esther	Care Associate, Dementia Care
Ting Ai Hwa	Care Associate, Dementia Care
Ong Geok Lian	Admin Executive, Dementia Care
Tan Shyh Jye, Gerald	Manager, Active Ageing
Seah Pei Shan, Clarissa	Programme Executive, Active Ageing
Tan Ching Hwee (Sebastian)	Wellness Coach, Active Ageing
Koh Chun Eng, Karen	Senior Staff Nurse, Home Care
Liaw Lay Kian	Staff Nurse, Home Care
Soon Peck Geok Shelley	Staff Nurse, Home Care
Tan Chwee Gek, Jenny	Admin Executive, Active Ageing and Home Care

Family Support Services	
Lam Kow Fong (Alicia)	Director, Family Support Services
Leo Kay Beng, Felix	Senior Social Worker, Family Support Services
Loh Ngan Nui (Pauline)	Programme Executive, Family Support Services
Vanessa Tay Xin Yi	Programme Executive, Family Support Services
Wong Kai Lin	Programme Executive, Family Support Services
Yan So Man (Rosa)	Programme Executive, Family Support Services
Community Relations	
Gracie Ngoi Fang Min	Manager, Community Relations
Loh Yan Ting (Haley)	Senior Executive, Community/Project
Chua Mui Lee Marie	Community Relations Executive
Corporate Services	
Doreen Sarah Chng Ling Huang	Manager, HR & Administration
Chiew Lian Neo Lilian	Accountant
Yeo Ah Eng (Ann)	Admin Executive

Corporate Governance

Role of the Management Committee

The Management Committee's role is to provide strategic direction and oversight of Yong-en Care Centre's (YCC) programmes and objectives and to steer the charity towards fulfilling its vision and mission through good governance. As part of its role, the following matters require Board's approval:

- Determine mission and purpose
- Select the Executive Director
- Support and evaluate the Executive Director
- Ensure effective planning
- Monitor and strengthen programmes and services
- Ensure adequate financial resources
- Protect assets and provide proper financial oversight
- Build a competent board
- Ensure governance, legal and ethical integrity
- Enhance YCC's public standing
- Perform such duties as entrusted under YCC's Constitution.

Management Committee

- Management Committee (1 January 2021 — 16 May 2021)

Name	Current Board Appointment	Occupation	Past Board Appointments
Mdm Shermaine Loh Wai Fun	President, 31 March 2020	Vice Principal, MOE, Singapore Chinese Girls' School	<ul style="list-style-type: none"> • President 29 March 2015 • Vice President 24 March 2013
Mr Loh Yew Chiong	Vice President, 31 March 2020 (Chair, Family Support Services)	Snr Director (Computing, Chemical & Life Sciences Cluster), Singapore Polytechnic	<ul style="list-style-type: none"> • Vice President 29 March 2015
Mr Hui Tong Wah, Paul	Secretary, 31 March 2020	Retired	<ul style="list-style-type: none"> • Secretary 18 March 2007 • Treasurer 3 April 2005
Mr Heng Hiong Cher	Treasurer, 31 March 2020 (Chair, Finance)	Vice President, Providence Solutions Pte Ltd	<ul style="list-style-type: none"> • Treasurer 9 April 2017
Ms Margaret Ngoi Ming Kin	Board Member, 31 March 2020 (Chair, Governance)	Senior Assistant Director, Family Counselling, Ministry of Social and Family Development	
Mr Lum Tuck Cheung Elvin	Board Member, 31 March 2020 (Chair, Human Resource)	AVP, Citibank NA SGP	
Dr Tsai Kuo Tsing	Board Member, 31 March 2020 (Chair, Elderly Services)	Retired	
Mr Wong Liang Chwee Richard	Board Member, 31 March 2020 (Chair, Community Relations)	CEO & General Manager, Precision Technologies Pte Ltd	
Mr Heng Jinheng Aaron	Board Member, 31 March 2020	Undergraduate	
Mr Lawrence Che Kok Ho	Board Member, 31 March 2020	Education Officer, MOE, Hong Kah Secondary School	
Ms Lee Daisy	Board Member, 31 March 2020	Missions Co-ordinator, Fairfield Methodist Church	
Mdm Lim Geok Tee Dorothy	Board Member, 31 March 2020	SVP, Finance & Corporate Services, IPACS China Pte Ltd	
Mdm Mah Koon Sin	Board Member, 31 March 2020	Retired	
Dr Wee Shiou Liang	Board Member, 31 March 2020	Associate Professor, Research Lead in Community Health, Singapore Institute of Technology	

- Ex-Officios & Advisors (1 January 2021— 16 May 2021)

Name	Current Appointment	Occupation
Ps Tay-Sim Seok Mun Wendy	Ex-Officio, 31 March 2020	Pastor-in-charge, Fairfield Methodist Church
Mr Quah Chee Khim Eric	Ex-Officio, 31 March 2020	Director of Sales, SEA & Korea
Mr Lai Garchun, Nicholas	Ex-Officio, 4 December 2020	Executive Director, Yong-en Care Centre
Mr Chan Chee Chew Benjamin	Advisor, 31 March 2020	Executive Director, Empower Ageing Ltd
Mdm Foo Fung Fong	Advisor, 31 March 2020	Executive Director, Filos Community Services
Mdm Ow Phui Fong Pearlle	Advisor, 31 March 2020	Supervisor
Mr Tan Guan Seng	Advisor, 31 March 2020	Director, Pan Delta Controls Pte Ltd

- Management Committee (16 May 2021—31 December 2021)

Name	Current Board Appointment	Occupation	Past Board Appointments
Mr Loh Yew Chiong	President, 16 May 2021	Snr Director (Computing, Chemical & Life Sciences Cluster), Singapore Polytechnic	<ul style="list-style-type: none"> Vice President 29 March 2015
Mdm Shermaine Loh Wai Fun	Vice President, 16 May 2021 (Chair, Family Support Services)	Vice Principal, MOE, Singapore Chinese Girls' School	<ul style="list-style-type: none"> President 29 March 2015 Vice President 24 March 2013
Mr Lum Tuck Cheung Elvin	Vice President, 16 May 2021 (Chair, Human Resource)	AVP, Citibank NA SGP	
Ms Margaret Ngoi Ming Kin	Secretary, 16 May 2021 (Chair, Governance)	Senior Assistant Director, Family Counselling, Ministry of Social and Family Development	
Mdm Lim Geok Tee Dorothy	Treasurer, 16 May 2021 (Chair, Finance)	SVP, Finance & Corporate Services, IPACS China Pte Ltd	
Dr Tsai Kuo Tsing	Member, 16 May 2021 (Chair, Elderly Services)	Retired	
Ms Chan Qiaohui Janice	Member, 16 May 2021 (Chair, Community Relations)	Senior Events Manager, Spinerogy Inc (S) Pte Ltd	
Mr Heng Hiong Cher	Member, 16 May 2021	Vice President, Providence Solutions Pte Ltd	
Mr Lawrence Che Kok Ho	Member, 16 May 2021	Founder and Education Director, Humanities Education Centre Pte. Ltd.	
Ms Lee Daisy	Member, 16 May 2021 (Resigned 31 October 2021)	Missions Co-ordinator, Fairfield Methodist Church	
Mdm Mah Koon Sin	Member, 16 May 2021 (Resigned 31 October 2021)	Retired	
Mr Tang Guo-Li Alexander	Member, 16 May 2021	Assistant Conference Services Manager, The St. Regis Singapore	
Dr Wee Shiou Liang	Member, 16 May 2021	Associate Professor, Research Lead in Community Health, Singapore Institute of Technology	

- Ex-Officios and Advisors (16 May 2021—31 December 2021)

Name	Current Appointment	Occupation
Ps Tay-Sim Seok Mun Wendy	Ex-Officio, 16 May 2021	Pastor-in-charge, Fairfield Methodist Church
Mr Quah Chee Khim Eric	Ex-Officio, 16 May 2021 (Until 26 September 2021)	Director of Sales, SEA & Korea
Mr Zhou You Quan Mark	Ex-Officio, 27 September 2021	Executive Director, Golden Energy and Resources Limited
Mr Lai Garchun, Nicholas	Ex-Officio, 16 May 2021	Executive Director, Yong-en Care Centre
Ms Ong Seck Sze Griselda	Ex-Officio, 16 May 2021 (Resigned 31 October 2021)	Director, Elderly Services, Yong-en Care Centre
Mr Chan Chee Chew Benjamin	Advisor, 16 May 2021	Executive Director, Empower Ageing Ltd
Mdm Foo Fung Fong	Advisor, 16 May 2021	Executive Director, Filos Community Services
Mr Tan Guan Seng	Advisor, 16 May 2021	Director, Pan Delta Controls Pte Ltd

Corporate Governance

Management Committee, Meetings and Attendance

A total of six Management Committee meetings and one AGM were held during the financial year. The following sets out the individual Management Committee member's attendance at the meetings:

- Attendances (1 January 2021 – 16 May 2021)

Name	Current Designation	Attendance
Mdm Shermaine Loh Wai Fun	President	2/2
Mr Loh Yew Chiong	Vice President	2/2
Mr Hui Tong Wah, Paul	Secretary	2/2
Mr Heng Hiong Cher	Treasurer	1/2
Ms Margaret Ngoi Ming Kin	Member	2/2
Mr Lum Tuck Cheung Elvin	Member	2/2
Dr Tsai Kuo Tsing	Member	2/2
Mr Wong Liang Chwee Richard	Member	1/2
Mr Heng Jinheng Aaron	Member	0/2
Mr Lawrence Che Kok Ho	Member	2/2
Ms Lee Daisy	Member	1/2
Mdm Lim Geok Tee Dorothy	Member	2/2
Mdm Mah Koon Sin	Member	2/2
Dr Wee Shiou Liang	Member	0/2
Ps Tay-Sim Seok Mun Wendy	Ex-Officio	1/2
Mr Quah Chee Khim Eric	Ex-Officio	0/2
Mr Lai Garchun, Nicholas	Ex-Officio	2/2
Mr Chan Chee Chew Benjamin	Advisor	2/2
Mdm Foo Fung Fong	Advisor	1/2
Mdm Ow Phui Fong Pearlle	Advisor	0/2
Mr Tan Guan Seng	Advisor	2/2

- Attendances (16 May 2021—31 December 2021)

Name	Current Designation	Attendance
Mr Loh Yew Chiong	President	4/4
Mdm Shermaine Loh Wai Fun	Vice President	4/4
Mr Lum Tuck Cheung Elvin	Vice President	4/4
Ms Margaret Ngoi Ming Kin	Secretary	3/4
Mdm Lim Geok Tee Dorothy	Treasurer	4/4
Dr Tsai Kuo Tsing	Member	4/4
Ms Chan Qiaohui Janice	Member	2/4
Mr Heng Hiong Cher	Member	3/4
Mr Lawrence Che Kok Ho	Member	4/4
Ms Lee Daisy	Member *resigned 31 October 2021	3/3
Mdm Mah Koon Sin	Member *resigned 31 October 2021	2/3
Mr Tang Guo-Li Alexander	Member	2/4
Dr Wee Shiou Liang	Member	2/4
Ps Tay-Sim Seok Mun Wendy	Ex-Officio	2/4
Mr Quah Chee Khim Eric	Ex-Officio *until 26 September 2021	3/3
Mr Zhou You Chuan Mark	Ex-Officio *from 27 September 2021	1/1
Mr Lai Garchun, Nicholas	Ex-Officio	4/4
Ms Ong Seck Sze Griselda	Ex-Officio *resigned 31 October 2021	3/3
Mr Chan Chee Chew Benjamin	Advisor	2/4
Mdm Foo Fung Fong	Advisor	2/4
Mr Tan Guan Seng	Advisor	3/4

Term Limit of Management Committee

To enable succession planning and steady renewal in the spirit of sustainability of YCC, the Management Committee has a term limit of ten years. In particular, the Treasurer or Financial Committee Chairman (or equivalent) has a term limit of four years.

- Management Committee who have served more than 10 consecutive years:

Name	Years of service	Reasons for extensions
Mdm Shermaine Loh Wai Fun	15	<p>Shermaine has the relevant experience in counselling, social work and family care that YCC needs. Her leadership will be required for continuity.</p> <p>She is a good role model of dedication and professionalism to the staff and volunteers of YCC.</p> <p>Given that only 3 out of 11 Management Committee Members have served more than ten consecutive years, the balance of experience and fresh blood is reasonable.</p>
Dr Tsai Kuo Tsing	13	<p>Kuo Tsing has the relevant experience in eldercare that YCC needs, especially in this period when we are expanding our elderly services.</p> <p>Given that only 3 out of 11 Management Committee Members have served more than ten consecutive years, the balance of experience and fresh blood is reasonable.</p>
Dr Wee Shiou Liang	13	<p>Shiou Liang has the relevant experience in elder care that YCC needs in order to continue to guide service in this area.</p> <p>Given that only 3 out of 11 Management Committee Members have served more than ten consecutive years, the balance of experience and fresh blood is reasonable.</p>

Disclosure of Remuneration and Benefits received by Management Committee Members

None of Yong-en Management Committee member received any form of remuneration for his or her work contributed to the organisation in the past year, or any time in the past. There is no intention to engage any of our Management Committee members in any paid-for services.

Sub-Committees

<p>Finance Committee</p> <p>Chairman Mdm Lim Geok Tee Dorothy</p> <p>Members Mr Heng Hiong Cher Mr Hui Tong Wah, Paul Mr Jeffrey Loh Mr Loh Yew Chiong Mr Tan Guan Seng</p>	<p>The Finance Committee is responsible for</p> <p>Advise and make policy recommendations to MC in the area of the Finance of YCC, and to undertake any related tasks assigned to it by the MC. Its aim is to develop and review policies and procedures which meet statutory requirements and follows best practices relating to the financial health of YCC.</p> <p>Finance Accounting System. To ensure a sound financial accounting system, supported by proper accounting policies and procedures, is in place to record accurately and fairly the revenues, expenses, assets and liabilities related to or belonging to YCC.</p> <p>Statutory Requirements. To ensure that the financial statements and reports generated from YCC's financial accounting system are in compliance with requirements in the Charities Act (cap 37) as well as relevant accounting standards.</p> <p>Investment Policy. To ensure that funds parked in YCC's Reserves Fund and Education Fund accounts are gainfully invested.</p> <p>Budgeting. To supervise the preparation of YCC's annual budgets which are to be approved by the MC, thereafter monitor, on a periodic basis, the actual performance against the budget numbers.</p> <p>Asset Management. To ensure that physical assets, e.g. cash and office equipment, kept within the premises of YCC, whether belonging to YCC or in YCC's custody are adequately protected against theft or physical damage.</p>
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Corporate Governance

<p>Governance Committee</p> <p>Chairman Ms Margaret Ngoi Ming Kin</p> <p>Members Ms Daisy Lee</p>	<p>The Governance Committee is responsible for</p> <p>Advise and make policy recommendations to MC regarding any governance, best practice or best conduct-related matter, including matters related to the Constitution, code of conduct, whistle blowing policy and Code of Governance.</p> <p>Assist the MC in fulfilling their oversight responsibilities by reviewing and reporting on the financial reporting process, system of internal control, management of financial risks and audit process.</p> <p>Internal control by assisting the MC in discharging its statutory and other responsibilities on internal controls, financial and accounting matters, operational and compliance controls, business and financial risks management policies and systems. To ensure that a review of the effectiveness of the same (which may be carried out by the external or internal auditors) is conducted at least annually.</p> <p>Financial Reporting by reviewing the quarterly financial statements (including the annual financial statements and any significant financial reporting issues to ensure the integrity of the financial statements) and any formal announcements relating to YCC's financial performance with the executive management and the external auditors.</p> <p>Internal and external audit by reviewing the audit plans of the external and internal auditors in ensuring that audit resources are allocated according to the key business and financial risk areas, focusing on optimum coverage and efforts between the external and internal auditors. To review the external and internal auditors' reports and oversee the implementation of action plans by executive management.</p> <p>Whistleblowing Arrangements by reviewing the arrangements which staff, volunteers and external stakeholders may, in confidence, raise concerns about possible improprieties in matters of financial reporting or other matters and to ensure that there is independent investigation of such matters and appropriate follow-up actions.</p>
<p>Human Resource Committee</p> <p>Chairman Mr Lum Tuck Cheung Elvin</p> <p>Members Mdm Shermaine Loh Wai Fun Mr Hui Tong Wah, Paul Mdm Mah Koon Sin Mr Patrick Ng</p>	<p>The Human Resource Committee is responsible for</p> <p>Advise and make policy recommendations to MC which is concerned with the staff members of YCC, and to undertake any related tasks assigned to it by the MC. Its aim is to develop and review policies and procedures which shall enable all staff to contribute to the best of their abilities, both individually and collectively, to the short and long-term success of YCC and to assist all staff in achieving their full potential.</p> <p>Legislative Environment. To monitor and review, and report to the MC on an ongoing basis, changes in the internal and external environment so that YCC may anticipate and appropriately respond to these changes and ensure that its objectives are achieved in the most effective and efficient manner.</p> <p>Staff Planning and Appointments. To review the short and long term staffing plans of YCC and co-ordinate and propose to the MC any amendments in staffing plans.</p> <p>Recruitment and Selection. To review recruitment and selection procedures to ensure that YCC's policy and practice are consistent with best practice and procedures.</p> <p>Pay, Reward & Recognition and Conditions of Employment. To develop policies in regard to pay, reward & recognition and conditions of employment, organisational structures and promotion procedures for staff. These policies shall be reviewed in the context of both the internal and external environments such as that of the Social Service sector, Ministry of Health and other SSAs.</p> <p>Staff Annual Review. To develop a Performance Review System for salary and bonuses. It will also monitor and make its recommendations to the MC. It will do this by meeting every last meeting of the year to review and report its findings for MC's review and approval.</p> <p>Staff relations. To review and develop policies - general policies, procedures and regulations affecting employees of YCC for approval by MC.</p> <p>Staff Career development and Training. To develop and monitor the implementation of policies which will support all members of staff to reach their professional and career aspirations.</p>

<p>Community Relations Committee</p> <p>Chairman Ms Chan Qiaohui Janice</p> <p>Members Mr Tang Guo-Li Alexander</p>	<p>The Community Relations Committee is responsible for</p> <p>Advise and make policy recommendations to MC regarding:</p> <p>Assisting in opening doors/connecting with potential donors/organisations, influencing major donors for YCC's cause.</p> <p>Planning of fund-raising events and establishing partnerships with organisations to raise adequate financial resources for YCC to achieve its mission.</p> <p>All publicity communications outside of YCC and to advise on collaterals for public communications.</p> <p>Raising awareness and providing the platform for FFMC members and other similar partners in engaging with and helping YCC beneficiaries.</p> <p>Providing leadership and oversight to volunteers engagement and retention.</p> <p>Reviewing the work of volunteers and coordinating with YCC's Community Relations staff for volunteers in the promotion and effective deployment of volunteers.</p>
<p>Elderly Services Committee</p> <p>Chairman Dr Tsai Kuo Tsing</p> <p>Members Dr Foo Fung Fong Mr Loh Yew Chiong Mdm Mah Koon Sin Mdm Shermaine Loh Wai Fun Ms Shirlyn Neo Dr Wee Shiou Liang</p>	<p>The Elderly Services Committee is responsible for</p> <p>Advise and make policy recommendations to MC relating to the services provided by YCC for the elderly. The purpose is to ensure the elderly services provided and being developed are relevant and needful, promoting the physical, psychological and spiritual well-being of the elderly.</p> <p>Government policies relating to the elderly. The Singapore government continuously reviews and publishes new policies and initiatives for the elderly. The role of the committee is to keep abreast of such changes so as to advise the MC for effective decisions.</p> <p>Sources of funding. Opportunities for funding for programmes often arise. Together with the staff of YCC, such opportunities should be examined and where found suitable raised to the MC.</p> <p>Current demographics. The elderly clients that use and benefit from YCC change over time and their needs will evolve. It is essential that the MC is kept informed of such changes so that resources can be effectively allocated.</p> <p>The quality and effectiveness of the programmes developed and run by the Elderly Services. Evaluation and review of the services should be performed at least annually (or bi-annually should the need arise) to assess its effectiveness, monitor the quality of service and to recommend work improvements. This review should be conducted in a constructive manner in collaboration with the staff with the view of potentially recommending to the MC changes to resource allocation.</p> <p>New services and programmes for the elderly. Innovations and programmes need to be refreshed according to the needs of the elderly. The sub-committee provides oversight to ensure efficacy of such initiatives, updating and to make recommendations on such programmes to the MC.</p> <p>Financial prudence in the operations of the services. Elderly services involve significant resource spending out of charitable donations. The fiduciary duty of the sub-committee is to ensure that such spending is prudent and necessary for the running of the elderly services and to recommend measures to improve its cost effectiveness.</p> <p>Staffing requirements and development. The elderly services sub-committee will coordinate with the Human Resource sub-committee on all personnel matters of the elderly services group. These will include the hiring of new staff, staff discipline and staff development.</p>
<p>Family Services Committee</p> <p>Chairman Mdm Shermaine Loh Wai Fun</p> <p>Members Ms Kung Beng Keng Mr Lawrence Che Kok Ho Mr Loh Yew Chiong Mdm Yip Lai Kuen Ms Caleigh Gilchrist Ms Magdalene Fong</p>	<p>The Family Support Services Committee is responsible for</p> <p>Advise on new government initiatives, make policy recommendations to MC relating to the services provided by YCC for elderly, disadvantaged individuals and families in counselling, social work and referrals. The purpose is to ensure that the FSS provided and being developed are relevant and needful, promoting the physical, psychological, emotional and spiritual well-being of the elderly, disadvantaged individuals and families in a holistic, person-centred and integrated approach.</p> <p>Government policies relating to the needy. The Singapore government continuously reviews and publishes new policies and initiatives for the needy. The role of the committee is to keep abreast of such changes so as to advise the MC for effective decisions.</p> <p>Sources of funding. Opportunities for funding for programmes often arise. Together with the staff of YCC, such opportunities should be examined and where found suitable raised to the MC.</p> <p>Current studies on needs and demographics. The clients that use and benefit from YCC and the profile of the Chinatown and Bukit Merah communities change over time and their needs will evolve. It is essential that the MC is kept informed of such changes so that resources can be effectively allocated.</p>

Corporate Governance

	<p>The quality and effectiveness of the programmes developed and run by the Family Support Services. Evaluation and review of the services should be performed at least annually (or bi-annually should the need arise) to assess its effectiveness, and monitor the quality of service and to recommend work improvements. This review should be conducted in a constructive manner in collaboration with the staff with the view of potentially recommending to the MC changes to resource allocation.</p> <p>New services and programmes for the elderly, disadvantaged individuals and families. Innovations and programmes need to be refreshed according to the needs of the different groups who will benefit from the FSS. The sub-committee provides oversight to ensure efficacy of such initiatives, updating and to make recommendations on such programmes to the MC.</p> <p>Financial prudence in the operations of the services. FSS involves resource spending out of charitable donations. The fiduciary duty of the sub-committee is to ensure that such spending is prudent and necessary for the running of the FSS and to recommend measures to improve its cost effectiveness.</p> <p>Staffing requirements and development. The FSS sub-committee will coordinate with the Personnel sub-committee on all personnel matters of the FSS. These will include the hiring of new staff, staff discipline and staff development.</p>
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Conflict of Interest Policy

A system of checks and accountability is in place to ensure corporate governance. YCC has a conflict-of-interest policy that applies to the Management Committee, sub-committees and staff.

Members of the Management Committee and sub-committees, as well as YCC's staff have to make conflict-of-interest declarations annually. Management Committee and sub-committee members, and staff must inform YCC's Secretary of the Management Committee any changes to their interests during the year, while staff should inform Human Resource.

At Management Committee meetings, members are reminded to declare conflicts of interest especially in discussions on financial transactions of the charity. Those who declare conflicts of interest are refrained from voting and participating in the discussion.

Declaration of any vested interests in business transactions or contracts are to be made to the Secretary in the Management Committee, with a copy to the President or to the relevant Chairperson of the sub-committee, where applicable. In instances involving the Secretary to the Management Committee, the declaration is to be made to the President. Upon declaration, members may participate in any quotation/tender exercise, but must not be involved in the administration, evaluation and award of offer. The Management Committee reserves the right to determine whether such persons may participate in the exercise.

Whistle-blowing policy

YCC has in place, a whistle-blowing policy to address concerns about possible wrongdoing or improprieties in financial or other matters within the charity.

Code of Conduct

YCC has in place a Code of Conduct which all members of the Management Committee, sub-committees, employees and interns uphold throughout their employment or engagement with YCC.

Disclosure of Remuneration of three highest paid staff

The table below shows staff receiving remuneration exceeding \$100,000 for 2021:

Annual remuneration salary band	FY 2020	FY 2021
\$100,001 to \$150,000	1	2

None of the above staff serve as a voting member of the Management Committee.

Reserves Policy

Yong-en has a reserve policy for long-term stability of the operations and it ensures that there are sufficient resources to support the charity in the event of unforeseen circumstances. As a general rule of thumb, the charity has 2 years of Annual Total Operating Expenditure kept as reserves. The reserve level is reviewed yearly by the Management Committee to ensure that the reserves are adequate to fulfil the charity's continuing obligations.

Governance Evaluation Checklist for the Financial Year ended 31 December 2021

Submission Form for Governance Evaluation Checklist (Enhanced Tier)

Applicable to large charities with gross annual receipts or total expenditure of \$10m or more; And IPCs with gross annual receipts or total expenditure from \$500,000 to less than \$10m.

S/N	Code guideline	Code ID	Response
	Board Governance		
1	Induction and orientation are provided to incoming governing board members upon joining the Board.	1.1.2	Complied
	Are there governing board members holding staff¹ appointments? (skip items 2 and 3 if "No")		No
2	Staff does not chair the Board and does not comprise more than one third of the Board.	1.1.3	NA
3	There are written job descriptions for the staff's executive functions and operational duties, which are distinct from the staff's Board role.	1.1.5	NA
4	The Treasurer of the charity (or any person holding an equivalent position in the charity, e.g. Finance Committee Chairman or a governing board member responsible for overseeing the finances of the charity) can only serve a maximum of 4 consecutive years . If the charity has not appointed any governing board member to oversee its finances, it will be presumed that the Chairman oversees the finances of the charity.	1.1.7	Complied
5	All governing board members must submit themselves for re-nomination and re-appointment , at least once every 3 years.	1.1.8	Complied
6	The Board conducts self evaluation to assess its performance and effectiveness once during its term or every 3 years, whichever is shorter.	1.1.12	Complied
	Is there any governing board member who has served for more than 10 consecutive years? (skip item 7 if "No")		Yes
7	The charity discloses in its annual report the reasons for retaining the governing board member who has served for more than 10 consecutive years .	1.1.13	Complied
8	There are documented terms of reference for the Board and each of its committees.	1.2.1	Complied
	Conflict of Interest		
9	There are documented procedures for governing board members and staff to declare actual or potential conflicts of interest to the Board at the earliest opportunity.	2.1	Complied
10	Governing board members do not vote or participate in decision making on matters where they have a conflict of interest.	2.4	Complied
	Strategic Planning		
11	The Board periodically reviews and approves the strategic plan for the charity to ensure that the charity's activities are in line with the charity's objectives.	3.2.2	Complied
	Human Resource and Volunteer Management		
12	The Board approves documented human resource policies for staff.	5.1	Complied
13	There is a documented Code of Conduct for governing board members, staff and volunteers (where applicable) which is approved by the Board.	5.3	Complied

14	There are processes for regular supervision, appraisal and professional development of staff.	5.5	Complied
	Are there volunteers serving in the charity? (skip item 15 if "No")		Yes
15	There are volunteer management policies in place for volunteers.	5.7	Complied
	Financial Management and Internal Controls		
16	There is a documented policy to seek the Board's approval for any loans, donations, grants or financial assistance provided by the charity which are not part of the charity's core charitable programmes.	6.1.1	Complied
17	The Board ensures that internal controls for financial matters in key areas are in place with documented procedures .	6.1.2	Complied
18	The Board ensures that reviews on the charity's internal controls, processes, key programmes and events are regularly conducted.	6.1.3	Complied
19	The Board ensures that there is a process to identify, and regularly monitor and review the charity's key risks .	6.1.4	Complied
20	The Board approves an annual budget for the charity's plans and regularly monitors the charity's expenditure.	6.2.1	Complied
	Does the charity invest its reserves (e.g. in fixed deposits)? (skip item 21 if "No")		Yes
21	The charity has a documented investment policy approved by the Board.	6.4.3	Complied
	Fundraising Practices		
	Did the charity receive cash donations (solicited or unsolicited) during the financial year? (skip item 22 if "No")		Yes
22	All collections received (solicited or unsolicited) are properly accounted for and promptly deposited by the charity.	7.2.2	Complied
	Did the charity receive donations in kind during the financial year? (skip item 23 if "No")		Yes
23	All donations in kind received are properly recorded and accounted for by the charity.	7.2.3	Complied
	Disclosure and Transparency		
24	The charity discloses in its annual report – (a) the number of Board meetings in the financial year; and (b) the attendance of every governing board member at those meetings.	8.2	Complied
	Are governing board members remunerated for their services to the Board? (skip items 25 and 26 if "No")		No
25	No governing board member is involved in setting his own remuneration.	2.2	NA
26	The charity discloses the exact remuneration and benefits received by each governing board member in its annual report. <u>OR</u> The charity discloses that no governing board member is remunerated.	8.3	Complied
	Does the charity employ paid staff? (skip items 27, 28 and 29 if "No")		Yes
27	No staff is involved in setting his own remuneration.	2.2	Complied
28	The charity discloses in its annual report – (a) the total annual remuneration for each of its 3 highest paid staff who each has received remuneration (including remuneration received from the charity's subsidiaries) exceeding \$100,000 during the financial year; and (b) whether any of the 3 highest paid staff also serves as a governing board member of the charity. The information relating to the remuneration of the staff must be presented in bands of \$100,000. <u>OR</u> The charity discloses that none of its paid staff receives more than \$100,000 each in annual remuneration.	8.4	Complied

Governance Evaluation Checklist for the Financial Year ended 31 December 2021

29	The charity discloses the number of paid staff who satisfies all of the following criteria: (a) the staff is a close member of the family ³ belonging to the Executive Head ⁴ or a governing board member of the charity; (b) the staff has received remuneration exceeding \$50,000 during the financial year. The information relating to the remuneration of the staff must be presented in bands of \$100,000. OR The charity discloses that there is no paid staff, being a close member of the family belonging to the Executive Head or a governing board member of the charity, who has received remuneration exceeding \$50,000 during the financial year.	8.5	Complied
	Public Image		
30	The charity has a documented communication policy on the release of information about the charity and its activities across all media platforms.	9.2	Complied

Notes:

Declaration



I declare that my charity's / IPC's governing Board has approved this Governance Evaluation Checklist and authorised me to submit on its behalf.

All information given by me in this checklist submission is true to the best of my knowledge and I have not wilfully suppressed any material fact.

The full responsibility for providing accurate and updated checklist information will rest with my charity's / IPC's governing Board.

Summary Financial Statements

Statement of Financial Position (as at 31 December 2021)

	31.12.2021	31.12.2020	01.01.2020
	S\$	Restated*	Restated*
		S\$	S\$
ASSETS			
<u>Non-current asset</u>			
Plant and equipment	1,432,334	1,487,368	493,238
<u>Current assets</u>			
Other receivables	342,361	1,262,645	108,233
Cash and cash equivalents	5,783,114	4,142,772	3,966,201
	<u>6,125,475</u>	<u>5,405,417</u>	<u>4,074,434</u>
<u>Less: LIABILITIES</u>			
<u>Current liability</u>			
Other payables	434,113	569,047	465,925
NET ASSETS	<u>7,123,696</u>	<u>6,323,738</u>	<u>4,101,747</u>
<u>FUNDS</u>			
Unrestricted funds	6,331,280	5,622,146	3,074,384
Restricted funds	792,416	701,592	1,027,363
TOTAL FUNDS	<u>7,123,696</u>	<u>6,323,738</u>	<u>4,101,747</u>

Statement of Financial Activities (for the Financial Year ended 31 December 2021)

	Unrestricted funds		Restricted funds	Total	
	General	Designated		2021	2020 Restated*
	S\$	S\$	S\$	S\$	S\$
Income					
<i>Income from generated funds</i>					
Voluntary Income	2,825,891	-	751,334	3,577,225	4,154,846
Investment Income	15,454	-	-	15,454	52,579
<i>Income from charitable activities</i>					
Fees for services	154,688	-	-	154,688	116,065
Total income	2,996,033	-	751,334	3,747,367	4,323,490
Expenditure					
<i>Costs of generating funds</i>					
Cost of generating voluntary income	186,779	41,739	188	228,706	190,565
<i>Charitable activities</i>	1,911,720	375,190	332,685	2,619,595	1,817,888
<i>Governance costs</i>	94,848	1,369	2,891	99,108	93,046
Total expenditure	2,193,347	418,298	335,764	2,947,409	2,101,499
Net surplus for the year	802,686	(418,298)	415,570	799,958	2,221,991
Transfer of funds	(7,961)	332,707	(324,746)	-	-
Net movements in funds	794,725	(85,591)	90,824	799,958	2,221,991
Reconciliation of funds					
Total funds at beginning of the financial year*	4,060,741	1,561,405	701,592	6,323,738	4,101,747
Total funds carried forward	4,855,466	1,475,814	792,416	7,123,696	6,323,738

Statement of Cash Flows (for the Financial Year ended 31 December 2021)

	2021	2020
	S\$	Restated* S\$
Cash flow from operating activities		
Net surplus for the year	799,958	2,221,991
<u>Adjustments for:</u>		
Depreciation of plant and equipment	429,304	107,524
Loss on disposal of plant and equipment	-	768
Interest income	(15,454)	(52,579)
Operating income before changes in working capital	<u>1,213,808</u>	<u>2,277,704</u>
<u>Changes in working capital:</u>		
Other receivables	920,284	(1,154,412)
Other payables	(134,934)	103,122
Net cash flows generated from operating activities	<u>1,999,158</u>	<u>1,226,414</u>
Cash flows from investing activities		
Interest received	15,454	52,579
Purchases of plant and equipment	(374,270)	(1,104,722)
Proceeds from disposal of plant and equipment	-	2,300
Net cash flows used in investing activities	<u>(358,816)</u>	<u>(1,049,843)</u>
Net increase in cash and cash equivalents	1,640,342	176,571
Cash and cash equivalents at beginning of the year	<u>4,142,772</u>	<u>3,966,201</u>
Cash and cash equivalents at end of the year	<u><u>5,783,114</u></u>	<u><u>4,142,772</u></u>

We thank you for your ongoing support of our programmes.



All donors are eligible for a tax-deduction of 2.5 times the donation value.



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